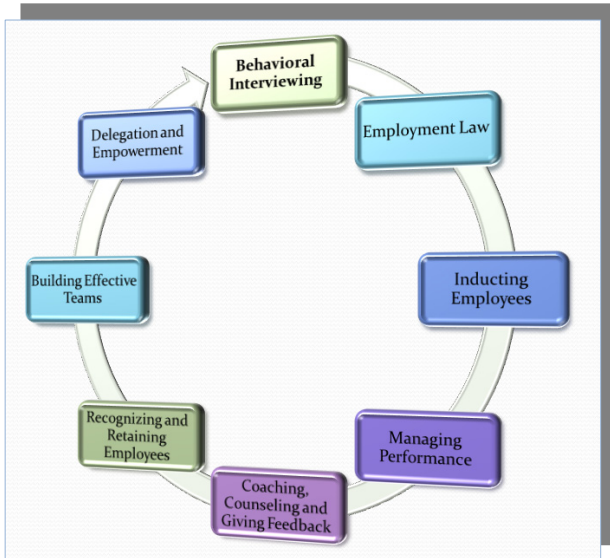


Management Fundamentals – 2 Day Program Overview



As a manager, your success is measured not simply by your individual contribution, but by how well you get the work done with and through others. This workshop provides the skills every manager must have in order to achieve team synergy and success.

By focusing on team building and leadership roles throughout the life cycle of the employee from interviewing to managing performance of individuals and teams, this course provides new or experienced supervisors with the tools and skills for building personal confidence in their leadership role in the workplace. Resulting in the enhanced productivity of their teams

Training Objectives:

- Gain an understanding of the roles and responsibilities of a leader
- Introduce the interviewing process and **Behavioral Interviewing**
- Review the **Labor Laws** that affect managers
- Highlight the steps necessary to **Induct** a new employee
- Review the process of **Performance Management**
- Use effective **coaching** techniques to maximize your team's performance
- Review the ways and benefits of **Recognizing and Retaining employees**
- Understand the phases of **Team Development** and the management skills that help a team grow and mature
- Review **Delegation** and understand where you can make improvements to be more effective

Course Outline

DAY 1

- Introduction and Course Objectives
- Supervisory Skills Questionnaire
- Mod 1: Interviewing Skills
- Mod 2: Employment Law
- Mod 3: Induction
- Mod 4: Performance Management

DAY 2

- Mod 5: Coaching
- Mod 6: Recognizing and Retaining Employees
- Mod 7: Teamwork
- Mod 8: Delegation
- Supervisory Skills Action Planning
- Wrap-up and Review

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