



Management Development Training Program

ESC is pleased to partner with InterAct Training Group to offer you a comprehensive interactive management development training program. This program will be offered on Monthly basis from September 2022 through May 2023 on the 3rd Friday of each month starting at 12 PM Eastern. The cost is \$350 per course.

Seating is limited to 35 people and registrations will be filled on a first come, first served basis. Four Professional Development Hours will be earned attending each session for 36 development hours in total.

Curriculum:

Course 1: Building Productive Work Relationships (9/16/22, 11-3 PM ET)

This unit will focus on helping participants discover their own behavioral style and identifying their strengths and limitations. Attendees will also learn how to read their employee's behavioral style and ways to adapt to create more productive working relationships. Students will gain insights about how to apply management skills like delegation, coaching, discipline, communication, etc. on the basis of the employee's style to generate productive outcomes. **Prior to this session, participants will receive a link to complete a personality assessment (DiSC profile). During the session attendees will have a guided interpretation of their style.**

Course 2: The Role of a Supervisor (10/21/22, 11-3 PM ET)

Why do organizations have supervisors? What are the primary roles that they should play? In this unit participants will learn about the four primary roles that a supervisor must play to be effective: Planning, organizing the workload, managing people and developing people. Additionally, attendees will gain insights on how to manage a remote workforce. Out of sight, out of mind, right? Staying connected to employees that are working from home is extremely important if we want the employee to remain fully engaged and productive. Participants will learn how to keep their employees focused, productive and accountable.

Course 3: Communicating Effectively with Employees (11/18/22, 11-3 PM ET)

Communication is the root of all evil! This unit will help participants better understand their communication strengths and opportunities for improvement, as well as the impact that communication has on employee productivity. This unit includes communicating performance expectations, understanding what we probably shouldn't communicate with our employees, and how to communicate change.

Course 4: The Art of Delivering Effective Feedback (12/16/22, 11-2 PM ET)

During this unit, participants will learn the real differences between constructive and destructive feedback and will get some tips on how to deliver feedback so that it's impactful and results in positive change. Additionally, the participants will learn to use a few different models to deliver feedback and to create employee accountability; they will also learn how to effectively deliver praise and how to plan for a tough conversation with an employee.

Course 5: Behavioral Based Interviewing (1/20/23, 11-4 PM ET)

How someone has behaved in the past is indicative of how they will likely behave in the future. In this class participants will learn how to identify the competencies and technical skills that are needed for success on the job and how to develop behavioral based questions to discern if the candidate has those competencies and technical skills. They will also learn how to identify if the candidate will enjoy the job and fit into the culture, and what to listen for during the interview. Learners will gain an understanding of the legal aspects of hiring and the kinds of questions that they shouldn't ask to mitigate hiring risks.

Course 6: Managing Employee Performance (2/17/23, 11-3 PM ET)

Ever wonder why your employees don't do what they're supposed to do and what to do about it? In this unit, attendees will gain an understanding of why employees don't perform and learn how to diagnose performance issues. What is the root cause of the performance issue, and how do we correct it? Participants will also learn a simple process for coaching employee performance.

Course 7: Managing your Time Effectively (3/17/23, 11-3 PM ET)

A Supervisor must effectively manage their time, if they hope to effectively manage the time of others. In this unit, participants will learn how to set goals for their department or work group and create action plans to achieve the goals. All tasks are not created equally, and to maximize time, supervisors will need to prioritize tasks. During this session, a simple method for how to prioritize tasks will be taught, as well as a process to delegate assignments to employees.

Course 8: Managing Conflict in the Workplace (4/21/23, 11-3 PM ET)

What causes conflict? What are the benefits of conflict, and what detrimental effects come from conflict? Participants will be able to answer these questions, as well as gain an understanding of their default approach in conflict situations. There are five strategies that are used in conflict situations, and students will be able to describe when each strategy is appropriate to use. They will also be able to describe the impact of emotions on conflict, identify ways to improve their EQ (emotional intelligence) and learn some simple ways to spot and resolve conflict in the workplace.

Course 9: Training: A Key Role of a Supervisor (5/19/23, 11-3 PM ET)

During this course, participants will learn about adult learning principles, learning styles, and the four stages of learning, as well as why training fails and what to do to create meaningful training outcomes. Students will also learn a simple model for how to train employees on the job and identify strategies that supervisors can deploy to make training stick, so that the organization gets a return on the training investment.