



The Browne Center Training Module Options

Supervisory Leadership Roles

- Recognize the many changing roles of supervisors.
- Share and experience the diversity of supervisory roles within the group.
- Understand the important distinction between leadership and management.
- Identify the key factors that influence employee performance.

Developing High Performance Teamwork

- Understand the dynamics of a high performance team.
- Identify behaviors and actions that lead to or diminish a sense of teamwork.
- Recognize strengths and personal challenges in the roles of team member and team leader.
- Identify practical ways to improve teamwork and team effectiveness in the work place.

Managing Change

- Become familiar with actions of effective change management.
- Identify best practices to lead change efforts.
- Flag gray areas where change initiatives can bog down.
- Form an action plan to address a current change at work.

Process Improvement

- Demonstrate how to communicate with others about processes.
- Learn how to find opportunities to improve the process.
- Demonstrate use of quality management tools when employee teams prepare action plans.
- Learn how to work within a process improvement program.

Performance Management

- Understand core components of performance management.
- Understand the key role of the supervisor.
- Learn what drives employee performance.

Management Styles

- Develop a working definition and understanding of six common management styles.
- Learn how each style can impact employees.
- Analyze your own management style profile to determine strengths and weaknesses.
- Learn which styles are most and least effective in various work situations.
- Develop a plan to use varied management styles to improve productivity and performance.

Understanding Behavior

- Learn your behavior style and understand how you impact others.
- Recognize the behavior styles of others and understand their style needs.
- Identify how and when to develop flexibility to meet the style needs of others.

Communication

- Examine issues associated with communication for leaders.
- Learn effective communication, listening, and feedback techniques.
- Assess your own communication and listening styles.
- Learn dynamics of miscommunication.
- Engage in creative negotiation.
- Gather understanding of the effects of change on communication.

360-Degree Feedback

- Understand how your view of your performance may differ from that of others.
- Identify key supervisory leadership strengths and areas of improvement.
- Create an Individual Development Plan based on feedback from the people with whom you work.
- Learn to receive and respond to feedback in a way that strengthens your relationships with others and sets the stage for personal and professional growth.

Mentoring and Coaching

- Explore your leadership style as it relates to mentoring and coaching.
- Discern the impact of your personality upon mentoring and coaching.
- Identify similarities and differences of mentoring and coaching.
- Understand tools and techniques to positively impact the mentoring/coaching relationship.

Managing Employee Learning

- Evaluate the way you learn.
- Recognize the way you deal with new situations.
- Recognize other people's teaming styles.
- Develop training strategies to accommodate diverse learning styles.
- Learn coaching techniques to support employee learning on the job.

Managing Conflict

- Examine the nature of conflict.
- Examine our own ways of managing conflict.
- Develop more effective strategies of managing conflict within ourselves and others.
- Develop organizational strategies for effective conflict management.

Strategies for Handling Discipline

- Identify the unsatisfactory performer.
- Learn how to approach this complex management problem.
- Seek out causes of marginal performance.
- Develop four steps to discipline without punishment.
- Learn the importance of documentation.
- Take effective action.

Documentation and Discipline

- Understand the importance of documentation of employee issues.
- Understand the causes of poor employee performance.
- Recognize the need for fairness and consistency in all discipline actions.
- Consider the manager's possible role in the problem, not only that of the employee.

Legal Aspects of Hiring and Firing

- Plan an effective hiring process.
- Learn how to select the best person for the job.
- Screen resumes and applications effectively.
- Understand the legal implications of interviewing.
- Evaluate the candidates and make the final decision.
- Learn the grounds for firing an employee.

*To learn more and have a customized schedule made for you; please contact
The Browne Center at 800-349-1925 and ask for Corporate Training*