

The Management Development Process™

Module 1 Self Management (2 days)

Key Competencies
Self Awareness
Personal Responsibility
Managing Work Expectations

Workplace Applications
Take direct reports through Expectations Profile
Initiate open discussion about expectations

Module 2 Interpersonal Skills (2 days)

Key Competencies
Building Trust
Coaching & Counseling Skills
Managing Change

Workplace Applications
Take direct reports through DiSC® Profile
Apply coaching and counselling skills
Use Mentoring Action Planner™

Module 3 Managing Differences (1 day)

Key Competencies
Understanding, accepting and dealing with differences
Empathy

Workplace Applications
Use workbooks to increase knowledge, understanding, acceptance and behavioral skills

Module 4 Performance Management (2 days)

Key Competencies
Performing under pressure
Diagnosing Performance Problems
Conduct review meetings

Workplace Applications
Take direct reports through Coping & Stress Profile
Use Mentoring Guide™ to identify performance gaps
Use coaching and counselling skills

Module 5 Managing Innovation (1 day)

Key Competencies
Identifying Innovation styles
Using the Innovation Process

Workplace Applications
Use Innovation Profile with direct reports
Implement Innovation Process

Module 6 Leadership (2 days)

Key Competencies
Understanding Leadership as an Act, not a Role
Developing Leadership in others

Workplace Applications
Take team members through Leadership profile
Introduce continuous improvement