



Excellence in Management: Learning Objectives and Participant Outcomes

Long-term competitiveness relies on the willingness of employees at all levels to embrace innovation and change. Created for front-line and/or first-time managers, ***Excellence in Management*** is designed to support an organization's self-reliance and sustainability by enabling participants to understand how to create and maintain a high performance, highly productive workplace.

As behaviour change can only be developed over time, ***Excellence in Management*** comprises six sessions conducted over four to six months. The time between sessions is intended to allow participants to integrate their new learning into their day-to-day management activities.

Excellence in Management covers the key management functions of planning, organizing, staff, delegating, supervising, measuring and reporting. The detailed content explores a number of these topics and their related skills in some depth; for instance:

- How to increase – or decrease – employees' desire to do good work and be productive;
- Techniques to manage people to their highest levels of performance;
- A model for the manager as coach, rather than disciplinarian;
- Best practices to create a high trust workplace environment;
- Methods and strategies to manage the forces of change, both personally and professionally;
- A formula for effectively delegating tasks and responsibilities to staff;
- Basic negotiating skills for buying, selling, recruiting and more;
- First-level selection skills to hire the right person for the right job;
- A compassionate strategy for firing people when that is right option for all parties; and
- Tools, techniques and methods for:
 - giving – and receiving – effective feedback;
 - running effective meetings;
 - setting priorities;
 - establishing goals and objectives, and
 - maintaining accountability to ensure accomplishment.

At the completion of ***Excellence in Management***, participants are expected to be able

- to comprehend the program's content and skills;
- to see the applicability of each one to their individual workplace, and
- to demonstrate fundamental ability in each area.

Price per person: \$1,495.00 (*exclusive of all applicable taxes*).