

Encouraging Excellence

Managing others well requires specific attitudes, knowledge, and skills beyond what most people learn in school or on the job; being good at a job doesn't automatically mean you'll be good at managing others to do that same job. In today's flatter, faster, rapidly changing organizations, it's more important than ever to have effective managers who can encourage excellence in their employees.

Experiencing the Workshop

Each skill in this course has been selected to support and develop core people management capabilities, and each builds on the one before:

Listening

You'll explore the benefits of listening and its role in developing strong and committed employees, and then learn and practice the skills of listening.

Agreements

You'll learn a model for establishing clear, two-way performance agreements with employees, and then practice, using real-life situations.

Giving Feedback

You'll learn to give corrective feedback in a way that lowers defensiveness and promotes behavior change, and practice giving both corrective and positive feedback.

Delegation

In this section, you'll learn how to delegate responsibility in a clear and collaborative way.

Action Planning

You'll select specific back-at-work situations for applying the course skills—and commit to your continued development.



Preparing people to be extraordinary performers

- Create an environment of trust and respect
- Establish clear goals and have positive expectations of success
- Get people the resources they need to succeed
- Give clear, balanced feedback
- Provide appropriate levels of autonomy and support



Growing Great Employees
Turning Ordinary People into Extraordinary Performers

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