

Management Development Training Certificate

Outline

Module 1

Product Introduction

Getting Started

Module 2

Leadership and Management

Stepping up to supervision: Myth vs. Reality

Stepping up to supervision: Action planning

Module 3

Interpersonal Communications skills for Managers

Self Assessment: Assessing your communications style

Stepping up to supervision: Action planning continued

Managing across different communication styles

Module 4

Managing Employee Performance

Managing job performance: Setting objectives and
aligning expectations

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Module 5

Managing the Team

Managing your Team and team dynamics
Supervisory skills for managing a diverse workforce

Module 6

Organizational Considerations

Power and politics in the organization

Module 7

Essentials

Human resource management
Stepping up to supervision: Action Planning finalized

Module 8

Change Management

Managing through organizational change
Program Certification Activities
Recognition Luncheon
Present Leadership Completion certificates

Tools

Organizational Assessments

- Organizational Culture and Effectiveness Feedback Report
- DiSC® Communications - Culture Report
- Team Alignment Report
- Organizational Culture for Diversity Feedback Report
- Discovering Diversity Group Report

Self Awareness Assessments

- DiSC® Communications - Personal Profile Reports
- Personal Listening Profile Report
- Team Dimensions Profile Report
- Culture for Diversity Inventory
- Discovering Diversity Profile Report
- Organizational Culture Inventory
- 360° Leadership Report

Sample Course Description and Agenda

Effective Interpersonal Communication Skills

Course Description

The foundation of professional success lies in understanding yourself, understanding others, and realizing the impact of personal behaviors on others. This course provides a non-judgmental language for exploring communication styles and behavioral issues across four primary dimensions. The content is designed to help improve communication, ease frustration, and conflict and develop effective leaders and project team members. The course and supporting materials are based on extensive field research and testing by Inscape Publishing Company; the course utilizes an industry standard behavioral-based learning assessment. Specifically, the course content can help managers and team members to:

- Understand their own behaviors
- Learn how and when to adapt their behaviors
- Improve interpersonal communication
- Promote appreciation of differences in communication styles
- Enhance individual and team performance
- Reduce conflict

Personal Profile Report^{®1}

A detailed, personalized Personal Profile Report[®] is provided for each course participant. Each participant will complete the self-administered assessment over the web or a paper copy of the instrument is available, prior to the course. The report provides a non-bias view of the participant's communication style, behaviors and a view of how others see the individual's approach. It serves as a multi-level learning instrument; the feedback in the report covers a broad range of behavior characteristics including:

- Behavior strengths and weakness
- Motivating and de-motivating factors
- Leadership and management styles
- Preferred environment
- Strategies for increased effectiveness
- Behaviors in conflict situations

¹ A per participant fee will be charged for the personalized reports.

Course Outcomes

The course will help participants to improve performance, deal more effectively with conflict and value differences. More specifically, participants will:

- ☑ Gain personal insight into behavioral preferences and inclinations: Help people understand their habits and behavioral tendencies in a manageable and systematic way
- ☑ Gain an appreciation of personal diversity: Help people understand how others might have personalities and behavioral styles that are different from their own
- ☑ Develop a common language to understand and discuss behavioral preferences: Help people develop a language through which they can efficiently and accurately discuss interpersonal concerns
- ☑ Dialogue about personality preferences and differences: Help people create a forum in which an open discussion about personality differences is not only accepted, but encouraged
- ☑ Relate to individuals with different personalities: Help people develop strategies and skills that will mend or improve the quality of interpersonal relationships within a work setting

Interpersonal and Team Communication Skills

www.TeamForResults.Com

630-983-7607

8(a) SBA/FBE/MBE Certifications

Approved Professional Development Provider for Illinois State Board of Education

**Effective Interpersonal Communication
Typical Agenda
(Non-Management)
One-Day Course**

<p>Getting Started</p> <ul style="list-style-type: none"> • Introductions • Course Goals • DiSC® Behavior Game
<p>DiSC® Dimensions of Behavior</p> <ul style="list-style-type: none"> • Understand DiSC® Behavior Descriptions + DVD Segments • Explore General Preferences of Your Style • Case in Point Scenario (Specific to client's situation or client's industry)
<p>Marston's Behavior Model</p> <ul style="list-style-type: none"> • DiSC® Theory and Model • Overview of DiSC® Behavior Model
<p>Class Break</p>
<p>DiSC® Reports</p> <ul style="list-style-type: none"> • Read and Process DiSC® Report • Gain insights into Your Style • Explore the Value of Other DiSC® Styles • Exercises (select appropriate exercises based on scope and time constraints): <ul style="list-style-type: none"> ▪ My DiSC® Style ▪ Getting to Know You ▪ What You Appreciate About Others' DiSC® Styles
<p>Self Management</p> <ul style="list-style-type: none"> • Understand How Others Interpret Your Behavior + DVD Segments • Explore Strategies for Self Management
<p>Lunch</p>
<p>Learn How to Recognize the Styles of Other People</p> <ul style="list-style-type: none"> • Gain Insights in Reading Others' DiSC® Styles
<p>Class Break</p>
<p>Learn How to Adapt Your Style to Facilitate Effective Relationships + DVD Segment</p> <ul style="list-style-type: none"> • Gain Insights to Interact More Effectively with Other Styles • Identify Strategies to Adapt our Behavior to be More Effective • Case Scenarios: Effectively Communicating Across Different Behaviors <i>[Case scenarios are customized based on client's objectives for the training session.]</i>
<p>Wrap Up</p> <ul style="list-style-type: none"> • Recap • Complete Course Evaluations

**Effective Interpersonal Communication
Typical Agenda
(Management Focus)
One-Day Course**

<p>Getting Started</p> <ul style="list-style-type: none"> • Introductions • Course Goals • DiSC® Behavior Game
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<p>Marston's Behavior Model</p> <ul style="list-style-type: none"> • DiSC® Theory and Model • Overview of DiSC® Behavior Model
<p>Class Break</p>
<p>DiSC Reports</p> <ul style="list-style-type: none"> • Read and Process DiSC® Report • Gain insights into Your Style • Explore the Value of Other DiSC® Styles • Exercises (select appropriate exercises based on scope and time constraints): <ul style="list-style-type: none"> ▪ My DiSC® Style ▪ Getting to Know You ▪ What You Appreciate About Others' DiSC® Styles ▪ Analyze your Team's DiSC® Dimensions
<p>Self Management</p> <ul style="list-style-type: none"> • Understand How Others Interpret Your Behavior + DVD Segments • Explore Strategies for Self Management
<p>Lunch</p>
<p>Learn How to Recognize the Styles of Other People</p> <ul style="list-style-type: none"> • Gain Insights in Reading Others' DiSC® Styles
<p>Class Break</p>
<p>Learn How to Manage All Styles Effectively + DVD Segments</p> <ul style="list-style-type: none"> • Recognize the needs of the different styles you manage • Explore strategies for managing to the needs of each style • Case Scenarios / role play: Effectively Communicating Across Different Behaviors <i>[Case scenarios are customized based on client's objectives for the training session.]</i> • Create an action plan that will help you increase your effectiveness with someone you currently manage
<p>Wrap Up</p> <ul style="list-style-type: none"> • Recap • Complete Course Evaluations