

*Management Excellence:
Effectively Dealing with Difficult
Colleague, Employee & Leadership Issues*

One-Day Management Training Program

(Draft only - To be designed and finalized after Client-DiversiTeam Collaboration)

This positive, high-energy, interactive and skills-based workshop identifies how to apply key, advanced, Managing Skills that can help supervisors and managers to successfully deal with often challenging, and potentially sensitive and difficult issues that can either undermine or advance the Client's values, and its bottom-line strategic business goals.

Through individual and group assessment instruments, video-vignettes, simulations, Client business case examples, and skills application role-plays, participants will learn, reinforce, and practice "hands-on" skills to deal with colleague and employee issues such as:

- A. Successfully recruiting, interviewing and selecting the most talented candidates for employment, challenging job assignments or promotion, regardless of how comfortable or uncomfortable the manager feels about the candidate, colleague or employee;
- B. Providing timely, candid, critical and constructive performance feedback to colleagues and employees, and to senior leaders, consistent with the Clients values of respect, empowerment & openness, and the high performance goals of remediation, professional development and accountability, regardless of how comfortable or uncomfortable the manager feels;
- B. Preventing and intervening in manager-employee-customer interactions that are unprofessional and/or in violation of the Clients values and/or undermine a respectful, collaborative team environment, and/or are harassing or discriminatory and/or which include or exclude people and/or their ideas based upon business-irrelevant characteristics such as personal background, job function, job level, family circumstances, personality, or longevity with the company;
- C. Preventing, intervening in, managing and resolving interpersonal or team disagreements or conflicts so that a positive work climate of respect, collaboration, cooperation, innovation, high morale and maximum productivity can be maintained and improved;
- D. Managing personal and business stress, conflict, tension, emotions and crises in ourselves and in others in order to maintain a strategic and professional approach with people while also serving as a role model who consistently leverages & integrates Best Practices Values to advance the Company's Business Goals.

Each participant will conclude the session by: 1. Committing to a 2 month next-step strategy to apply these management skills with her/his colleagues, employees and teams back at work; 2. Recommending actions that Senior Leaders can consider to strengthen and reinforce the Client's ability to support some of these Management Best Practices; 3. Selecting one or two workshop colleagues as reciprocal peer resources and supporters during the upcoming 2 months of enhance skills application, and 4. Scheduling two, 1-on-1 coaching, progress assessment and support telephone conferences with the workshop leader.