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### MANAGEMENT & LEADERSHIP DEVELOPMENT

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#### **Leading a Multi-Generational Workforce**

Wherever you are within your organization if the next generation employee is something that is important to you then this is the workshop that you and your colleagues need to attend. You will be challenged to think through issues, process different ideas, and evaluate and implement the leadership skills that are necessary in leading one of the brightest, most authentic, and unconventional generations the workplace has ever seen. Engage with us as we explore the latest research, our best thinking and what some of the great companies are learning.

#### **Essential Skills for Managing People**

A basic management course is a must for those responsible for managing people. This session provides an understanding of the essentials of managing people, developing teamwork and commitment, motivation, and managing performance. You will learn essential skills for understanding your own management style as well as the tools for managing multiple personalities and skill levels. Whether you are new to management or experienced, you gain a variety of thought provoking tools for immediate use.

#### **Survival Skills for Managers & Supervisors**

A fast-paced workshop made up of three modules considered to be fundamental for survival in today's complex, ambiguous work environment. The three modules provide the core skill set necessary for supervising effectively. Supervisors and managers learn to clearly understand the various roles of management, the attitudes and behaviors that create a motivating environment and those that cause derailment. Sharpen your

skills for utilizing performance management to energize and motivate employees; learn how to effectively get marginal employees back on track; how to apply a specific and applicable set of tools and approaches for delegating more successfully, increasing motivation, and developing capability within your current staff.

#### **Delegating Effectively**

Learn a proven 10-step approach to effective delegation in order to significantly improve your time management. Participants learn how to apply a set of tools for delegating successfully, increasing motivation and building capacity within your staff.

#### **Navigating the Political Landscape**

Despite excellent skills, expertise and intentions, many become victims of behind-the-scenes political forces. Blind to hidden agendas and the power relationships behind decisions some may not build support for their ideas, get the credit they deserve, or achieve career objectives.

This 2-day hands-on, application driven workshop will provide clarity about the nuances of navigating successfully through the politics of organizations. Participants will be challenged to think through issues, process different ideas, evaluate and implement the leadership skills necessary to accomplish what needs to be done without making enemies, and learn proven approaches for building organizational savvy and political influence.

## **Coaching and Effective Supervision**

A one-day workshop focuses on the basic responsibilities of supervising people and managing performance. Participants learn the art of coaching for improved performance, how to give meaningful feedback, and the roles and responsibilities of supervising others. It is a must for new supervisors, those considering a career in management, project managers responsible for assigning work and as a refresher for those who struggle with the challenges of motivating people to do their best work.

Past participants of this workshop have found it to be a practical guide to doing the hard work of getting results through others.

## **Leading Transformation and Change**

If you are struggling to keep up with the pace and magnitude of change, this workshop is for you. Learn the difference

between change and transition and how to manage transition better. Understand the predictable phases of change and resistance and how to work through them successfully. You will learn the specific behaviors and tactics to help you work through change. This thought provoking workshop provides practical tools and methods for ensuring progress during upheaval and tools for ensuring productivity continues even through these tumultuous times.

## **The Role of Management**

This course teaches immediately applicable skills for managing and preparing people for the challenges of supervision. It provides a framework for understanding what contributes to long-term success, what contributes to management derailment, and what the role of managing people, time, and resources effectively requires.

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# **EMPLOYEE PERFORMANCE:**

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## **Keys to Writing Effective Performance Plans**

Today's business environment puts strong emphasis on quality in products and services as well as the expectation that fewer resources will be available to accomplish the organization's goals. Because of these facts it is extremely important to make sure performance standards are bullet proof. This course has been designed to provide participants with the keys to ensuring effective overall performance particularly for ensuring performance standards are clear, concise, and measurable.

Students will learn how managing performance well helps meet organizational results; how to write and communicate clear expectations; understand the role supervision plays in addressing deficiencies and improving skill levels, and how to use performance management to energize and motivate employees to do their best work.

## **Managing Unacceptable Performance**

Why is it that well meaning managers find themselves compromising their standards and tasking others to do the work of their marginal or poor performers? This course is targeted at providing a specific set of skills to identify and document performance problems. Learn a proven approach for correcting problems or legally removing poor performers. Students will learn and practice addressing issues and conflict situations. Learn to get the most from every employee.

## **Making the Most from the Mid Year Review**

Most organizations today require a minimum of two performance discussions. Rather than check the box, engage with us to explore the different types of mid year discussions and how to leverage each of them to ensure continued good performance or to gain commitment to improve. This practical tools based workshop will provide you with a myriad of ideas and methods for using the mid-year review to energize and ignite commitment and improve performance.

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## **WORKFORCE DEVELOPMENT & GENERAL SKILL BUILDING:**

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### **Straight Talk: Integrity Based Communication**

Designed for those wanting to improve their ability to influence others through open two-way communication, this practical hands-on workshop gives you the tools for opening up dialogue; addressing difficult issues; and encouraging straight talk. You will learn how to start and sustain effective communication with those in and around your workplace.

### **The Art of Strategic Thinking**

A dynamic and thought provoking workshop designed to allow participants to chart their future direction using a practical and useful tool to develop strategy. This workshop guides students through the process of considering a variety of alternative futures; takes them through the identification of what it would take to implement each scenario; and then allows the opportunity to carefully consider which future offers the most advantage and is most realistic. If you are tired of strategic planning that is academic and non-productive, this is the workshop for you.

### **Developing and Sustaining Effective Partnerships**

Participants will learn what it takes to operate in an ambiguous and political environment. This workshop is aimed at demystifying the art of collaboration and increases the probability of success.

### **Managing Conflict Constructively**

This workshop provides a critical tool set with approaches for identifying conflict early and resolving it constructively. Learn how to identify, diagnose, and resolve conflict situations. Learn a common language and set of tools for resolving conflict before it becomes disruptive. Understand what it takes to create a climate for healthy management of conflict.

### **Negotiating Win-Win Solutions**

This workshop is designed for those responsible for negotiating with multiple stakeholders. Participants learn the fallacy of positional bargaining along with a set of useful tools for exploring options, understanding the wants and needs of others, and pursuing win-win solutions. This course is a must for those needing to maintain relationship while pursuing difficult choices. Past attendees rave about their newfound ability to get what they want and deserve.

### **Making the Most of Your Mentoring Relationship**

The intent of this course is to provide a practical framework for starting up and maintaining a healthy mentoring partnership. Participants will learn what is required of good mentors; what the expectations are of those being mentored; the pitfalls to avoid and some practical tips for getting off to a sound start and maintaining the relationship for the long term.

### **Basic and Advanced Facilitation**

These workshops provide process tools and guidelines for both the new and experienced facilitator. Each workshop includes basic facilitation knowledge and skills, useful steps and questions to use when guiding a group through problem-solving, as well as structured tools for facilitators

### **Delivering Exceptional Customer Service**

This course is intended to teach people how to manage themselves and their customers regardless of the situation. Learn a set of tools for assessing what the customer is really looking for and to know which action to take to address those needs. Understand the highest standard for customer service and how to apply it on a day-to-day basis.

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## HUMAN RESOURCE TOPICS:

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### **Workforce Planning: Tools, Tips & Techniques for Practitioners**

Responding to the general challenges of staffing, filling critical positions, managing with limited resources and FTE's, and the need to anticipate and plan for skill loss due to retirements over the next few years, this workshop offers a "road map" for conducting workforce planning. This practical, hands-on workshop provides participants with a set of practical tools, methods, and practices for developing strategic workforce plans. Students obtain the latest tools and methods for assessing workloads, identifying critical skill gaps, identifying options for developing the skills they expect to lose and in general how to develop meaningful plans for managing attrition.

### **Workforce Planning: Overview for Managers & Supervisors**

This 1-day overview workshop is designed for those supervising and/or managing organizations that must develop workforce plans. Participants will learn the models being applied, and what role they need to play in ensuring workforce plans are documented and implemented.

### **HR Professional as Consultant and Trusted Partner**

This workshop targets those who face the dilemma of providing human resource support in the face of chaos and change. Students learn a set of tools for increasing your perceived value, becoming a trusted advisor and consultant to those you serve, and what it takes to become a recognized partner and contributor when business decisions are made.

**STRATEGYWORKS**  
**INC**

**Contact:**  
Jo Ann Romero, Owner  
10701 San Antonio, NE  
(505) 821-3113  
(505) 821-6857 Fax  
(505) 459-8668 Cell  
stratwks@flash.net  
www.strategyworksinc.com



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