



Project Name: **16459 Management Training: Day 1 and 16460 Management Training: Day 2**

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This Management Training covers the following:

- Leadership Training
- Being a Listener
- 12 mistakes Managers make
- Team Building
- Communication
- Utilizing your people
- Managing things, Leading people

## Outline

### 1 Leadership skills

You don't need a title to be a leader. Use the following important leadership skills:

- Personal Management
- Interpersonal Relationship
- Motivational Skills
- People Skills
- Administrative Skills

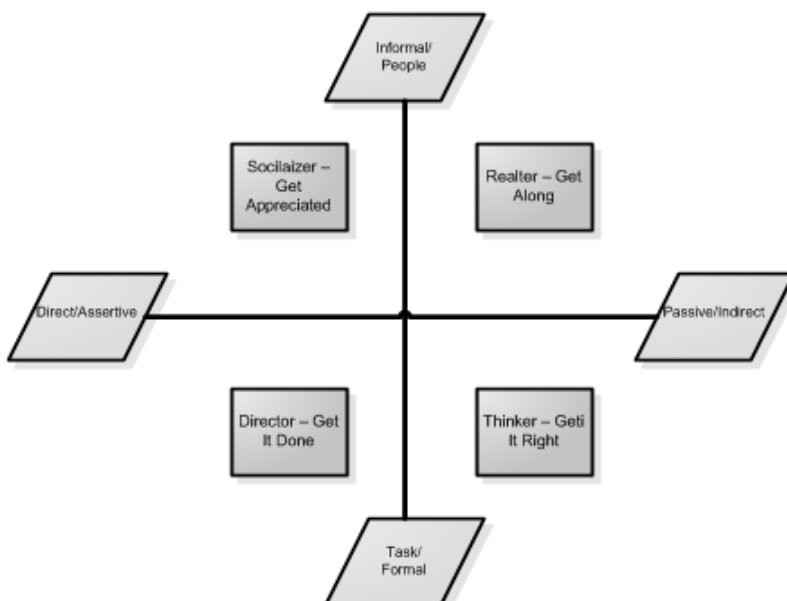
To build a feeling of ownership and leadership, consider the following:

- Know your purpose
- Have a clear vision
- Know and live by their values
- Set and achieve goals
- Inspire loyalty

Leadership is the ability to accomplish tasks or goals by guiding, directing or influencing others.

### 2 Behavior and Communications Styles

Behavior and Communications Styles



### 3 Personality Profiles – Diagnosing

- **Open**

- Shows feelings and enthusiasm freely
- Animated facial expressions
- Friendly Handshake
- Initiates/accepts physical contact

- **Direct**

- Expresses opinions readily
- Less patient, More competitive
- Firm handshake
- Sustained eye contact

- **Guarded**

- Keeps feelings private
- Limited range of facial expressions
- Formal Handshake
- Avoids/minimizes physical contact

- **Indirect**

- Reserves expression of opinions
- More patient and cooperative
- Gentle Handshake
- Intermittent eye contact

### 4 Personality Profiles

- **Thinker/Get It Right**

- Task Focused
- Need Accuracy and Documentation
- Like Facts and Figures
- Prefer order and structure
- Difficulty making decisions
- Strength: Planning
- Seeks: Precision
- Needs: Thoroughness
- Motivator: The Process
- Likes you to: Be Precise
- Behave: Seriously
- At play be: Structured
- Telephone: Organized
- Weakness: Perfectionist
- When communicating with a Thinker:
  - Be Well Prepared
  - Lots of Documentation
  - Go Step By Step and Clarify Often
  - Define a completion time

- **Socializer/Get Appreciated**

- People focused
- Friendly outgoing
- Need recognition
- Creative, lots of ideas
- Poor follow through
- Strength: Persuading
- Seeks: Applause
- Needs: Approval
- Motivator: The Chase
- Likes you to: Be Stimulating

- **Director/Get It Done**

- Results Oriented
- Task Focused
- Assertive
- Decision Maker
- Thrive on Change
- Strength: Leadership
- Seeks: Productivity
- Needs: Control
- Motivator: Winning
- Likes you to: Get to the Point
- Behave: Businesslike
- At play be: Competitive
- Telephone: Succinct
- Weakness: Impatient
- When communicating with a Director:
  - Be well prepared
  - Talk about results
  - Use executive summary
  - Understand and support their goals

- **Relater/Get Along**

- People Focused
- Team Player
- Hate Conflict
- Difficulty With Change
- Strength: Listening
- Seeks: Acceptance
- Needs: Friendships
- Motivator: Involvement
- Likes you to: Be Pleasant
- Behave: Personally

- Behave: Enthusiastically
- At play be: Spontaneous
- Telephone: Playful
- Weakness: Disorganized
- When communicating with a Socializer:
  - Make them feel important
  - Be sure to interact with them
  - Require follow through on ideas
  - Expect them to be at the center of everything

- At play be: Casual
- Telephone: Chatty
- Weakness: Indecisive
- When communicating with a Relater:
  - Slow Down and Listen
  - Be Friendly Sincere
  - Recognize Their Team Efforts
  - Encourage Input
  - Challenge Them to Accept Change

## 5 12 Mistakes Managers Make

1. Topics during interview
2. Binding words for the company
3. Don't understand wage and hour law
4. Don't do proper documentation
5. Not treating situations fairly
6. Misunderstanding FMLA
7. Understanding harassment properly
8. Retaliating against employee
9. No response to reports of harassment
10. Respecting employee's privacy
11. Respecting the ADA laws
12. Not being an effective leader

## 6 Why Managers Fail

- Lose integrity and trust
- Don't clearly communicate
- Lack focus
- No clearly defined vision/goal
- Ignore problems
- Hire the wrong people
- Refuse to leave comfort zone

## 7 Common Mistakes Managers Make

- Making all the decisions
- Not delegating enough or at all
- Trying to fix all the problems at once or before they know what the problems are
- Not giving employees the authority to do their job
- Not supporting your employees
- Being afraid to take risk

## 8 Habits of Successful Leaders

- Delegate
- Set goals with your employees
- Communicate willingly
- Keep Learning

- Be an agent of necessary change
- Take time to talk with your employees
- Acknowledge your employees accomplishments
- Solve problems at the cause
- Seize the moment

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## **9 Remember your ABCs**

- Attitude - Have a Positive Mental Attitude. If you think you can you can if you think you cannot you are also right!
- Awareness - Before taking action, size up your situation. Don't react too quickly as haste makes waste.
- Adaptability - Be open to change. Look and see old situations with new eyes.
- Basic Skills - Job and Leadership Skills- Are you paid for your skill or your time?
- Conservation Skills - Time and Energy