



Management Development

Coaching: Changing Behaviors

1. Observe the behavior you want to change.

2. Describe the situation or action you saw.

3. Ask the employee for his/her point of view.

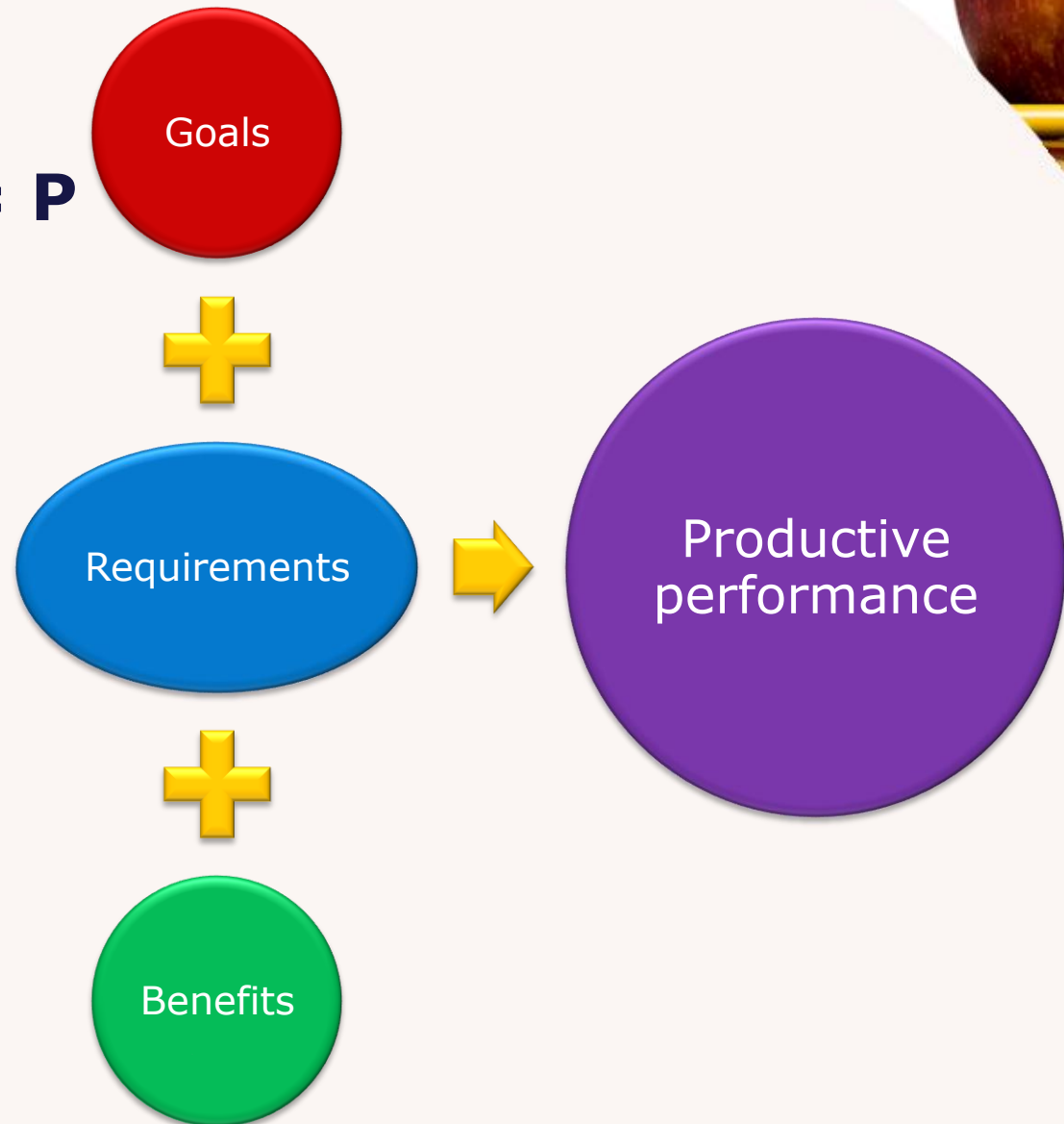
4. Tell the employee how you viewed the behavior.

5. Describe what needs to happen instead.



Employee Motivational Process

$$G + R + B = P$$



Program Objectives (1 of 2)

- Be able to identify management styles.
- Know how to communicate effectively.
- Learn about the behavior changing coaching process.
- Understand motivation and how to inspire it.



Program Objectives (1 of 2)

- Know how to set goals
- Understand how to manage time and avoid procrastination.
- Learn how to delegate effectively.
- Be able to problem-solve.
- Know how to brainstorm.



Definition

- Management: The process of dealing with and controlling people and situations
- Development: The process of growing and changing, and increasing abilities



Management, Leadership & Coaching



- Can you identify your own and different management styles?
- How can you improve your communication skills?
- What are some elements of positive leadership?

Effective Leadership Is A Process

- As a leader, you continually increase your ability to realize the best in yourself and to bring out the best in others.



Six Ways To Foster Trust (1 of 3)



1. Be reliable. Follow through, and keep your promises.
2. Have ethics. Deal with associates fairly and honestly.
3. Show respect for your employees. Treat them as adults, and show appreciation.

Three Managerial Areas Of Competency

1. Technical: Understanding methods, processes, procedures and techniques
2. Human: Handling people and interactions
3. Conceptual: The ability to view the organization as a whole, deal with abstractions, develop ideas and see causes and effects



Hints For Effective Communication (2 of 2)



- When you give advice or directions, do it directly and politely.
- Phrase statements as questions: "Have you thought about doing it this way?"
- Use "I" or "me" statements: "I do it this way" or "I try to ..."
- Express your feelings rather than blaming: "I'm bothered when ... It makes me feel ... "

A Good Team Leader (1 of 2)

- Chooses the team carefully.
- Keeps all team members informed.
- Shows all team members that their work is important to the department's success.
- Listens to team members' ideas, suggestions, criticisms and complaints.



Sixteen Motivators (1 of 2)

1. Salary
2. Status
3. Achievement
4. Recognition
5. Advancement
6. Work itself
7. Growth
8. Responsibility



Sixteen Motivators (2 of 2)

- 9. Relationships with peers
- 10. Working conditions
- 11. Personal life
- 12. Relationships with employees
- 13. Organizational policy
- 14. Relationships with managers
- 15. Supervision
- 16. Job security



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164 slides include: 6 ways to foster trust, 3 managerial areas of competency, 5 different management styles, 8 hints for effective communication, 4 points on planning a project, 5 points on coaching and changing behaviors, 4 points on being a good team leader, 3 wise words, 8 points on communication, 6 points on feedback, 6 techniques for effective listening, 8 tips to build effective communications, 16 motivators, 3 appropriate circumstances for praise, 5 points on the employee motivational process, 4 goal guidelines, 6 tips for motivating employees, 4 don'ts of motivation, 4 points on time management and procrastination, 3 principles of time management, 6 points on organizing your to do list, 13 steps to avoid procrastination, 3 components of successful delegation, 3 tasks to always delegate, 3 points on delegating in a crisis, 4 tasks that cannot be delegated, 5 points on who to choose, 4 questions for goal clarification, 4 criteria for delegation, 6 principles of supervision, 3 performance management strategies, 5 steps of coaching, 4 considerations for the exception principle, 9 stages of problem solving, 7 techniques for creative thinking, 5 guidelines for brainstorming, 5 points on how decisions are made, 4 points on staying positive about decision making, 5 points on group decisions, 16 action steps and much more.

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