

PMP Management Development Program

TRANSFORMING YOUR SUPERVISORS & MANAGERS FROM GOOD TO GREAT!



portnoy
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Developing the People Who Develop Your People!

As corporate trainers and Human Resources professionals, we have witnessed the challenges that companies face when hiring, training, and nurturing their supervisors and managers so that they can grow personally and professionally for the benefit of the business. Although “one size may fit all” when applying certain business processes, it certainly does not apply to people management.

PMP Management Development Program, a component of PMP Training®, is an 11-module training continuum designed to transform key employees into powerful supervisors and managers. Each module is approximately two hours and is delivered over the course of 20 weeks. The modules focus on key management topics and build accountability by establishing specific action items developed by each participant.

PROGRAM DESCRIPTIONS

Crossing the Line: Anti-Harassment and Discrimination

Problematic workplace behavior lowers morale, creates difficult working relationships, and results in liability. In this module, supervisors and managers will learn how to properly identify and address improper behavior and take action before an issue blossoms into a lawsuit.

It's a Win-Win: DiSC®

The Golden Rule, “treat others as you wish to be treated,” is often broken because supervisors and managers struggle with communicating with different people. Supervisors and managers will gain an understanding of how to adapt conversations to the four DiSC® behavioral styles, ultimately eliminating frustrating conversations, establishing engaging communication, and enhancing teamwork.

Step Up to the Plate: The Role of a Supervisor/Manager

Your “super duper” employee was promoted and cannot effectively apply what it takes to supervise or manage employees. This module teaches various ways to establish credibility and earn respect as well as how to model the professionalism of the management role.

Hiring Right, the First Time: Interviewing

Savvy hiring managers know that hiring employees is one of the most expensive decisions a company can make. More often than not, applicants are more prepared than the hiring manager. Supervisors and managers will learn how to apply the “Interview Guideline” to help make better hiring decisions and predict how an applicant is going to behave on the job.

Where There's a Will, There's a Won't: Managing Job Performance

We expect the best from our employees and we always believe they will give their best. Often, we are disappointed. Supervisors and managers will gain a better understanding of the skills and key processes needed to develop employees to attain job performance and organizational goals. These skills will include setting clear expectations, observing job performance behaviors, and providing feedback.



You Can Say That Again: Conscious Communication I

We have the same conversations with employees over and over again and still don't get results. We keep talking and nothing changes. Communication with employees requires a conscious conversation; one that does not assume, lecture, preach, or threaten. This module teaches supervisors and managers how to have a conscious communication, beginning with the end in mind and resulting in employees owning the improvement in their job performance.

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What we think is complete and comprehensive communication is really a mixed message of what we say versus what we do. Poor choices concerning how we communicate create confusion, misdirected action, and inaction. This module provides insight into communicating a complete, clear message, using the right approach, ultimately resulting in more engaged employees working towards a common goal.

I Don't Get It: Managing Behavioral Styles and the Generations

It is an ongoing challenge to effectively manage and work with the different generations who fill our workplaces. Supervisors and managers will gain a greater understanding of the preferences of each generation while adapting to specific behavioral styles to help create a powerful, collaborative workforce.

Give it Up!: Delegating

Are managers and supervisors dumping or holding on to work that should be strategically delegated? Often work delegation is an “all or nothing” situation that initially hurts productivity and ultimately profitability. Supervisors and managers will learn what, when and to whom to delegate work, how to maintain responsibility and accountability, and how to grow their team using measurable goals.

It's Only a Matter of Time: Managing Time

There is never enough time in a day and we always want more. The immediate becomes the most urgent. Once a responsibility is out of sight, it can easily become out of mind causing original critical priorities to drop to the bottom of the list. This time management module will raise awareness about general perspectives regarding “time,” identify what issues are most central in each individual's work life and teach supervisors and managers how to set priorities.

You're Fired, or Wait, No, Not Yet: Progressive Discipline/Termination of Employment

Tough conversations with employees about job performance is painful and often avoided. When those issues are unaddressed or poorly addressed, they reflect on the company and the manager. Supervisors and managers will learn how to have proactive, comprehensive and well documented conversations. This provides the opportunity for the employee to own the commitment to improve in their jobs and limit liability.

We believe in professional development and a commitment to a continuum of training. With the PMP Management Development Program, supervisors and managers are held accountable to apply the skills that they learn to their workplace resulting in open communication, improved effectiveness and superior, sustained performance.

“People don’t leave companies, they leave managers.”

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