

## Highly Effective Managers Program

*The Highly Effective Managers Program* has been created specifically to equip people managers at all levels with a modern managership approach to drive sustainably high levels of employee commitment, engagement, performance and retention. The program is based on current research and Tim Nolan's experience with hundreds of organizations and tens of thousands of people managers. Over 100 organizations and 7,000 managers at all levels have used the program to drive sustainably high levels of employee, manager and organizational performance.

### Benefits of the Program

- ✓ Extremely cost-effective with excellent return on investment.
- ✓ Easy to implement
- ✓ Designed specifically for people managers at all levels (supervisors, managers, directors, vice president, etc.).
- ✓ Will significantly enhance participant managership skills.
- ✓ Will increase employee commitment, engagement, performance, and retention at all levels.
- ✓ Will increase colleague cohesion and teamwork.
- ✓ Will improve client/customer care and organizational performance.
- ✓ Creates a shared language and universal best practice throughout the organization.
- ✓ Will help your organization become an engaged one (research has found engaged organizations achieve better client/customer outcomes).
- ✓ Tim Nolan provides ongoing support and guidance throughout the process.

### Overview of Program

- Participants are provided *The Essential Handbook for Highly Effective Managers, 3<sup>rd</sup> Edition* a workbook, and a notebook to document growth and development.
- Initial meeting takes place to describe the program and participant expectations.
- Monthly meetings are held which revolve around specific chapters of the book (meetings are 2 hours long). Participants read specific chapters before the meeting and come prepared to engage in the discussions, group activities and presentation. 3-hour total monthly time commitment.
- Participants complete follow up workbook activities between each module.
- 12-months in length.
- Program can be self-facilitated or Tim can facilitate for you, for a separate cost.

### Program Feedback

“Thank you for creating such an amazing training program. It has really helped us reshape our culture.”



## Highly Effective Managers Program Module Descriptions

### **Kickoff Meeting**

Participants will be encouraged to discuss the various challenges they are currently experiencing. Then, the Highly Effective Managers Program will be reviewed, including what it entails, how it will help address participant challenges and a review of expectations of participants throughout the program. Shared goals will also be developed to help guide participants throughout the process. Participants will leave excited and ready to start the program!

### **1. Leading with a Vision**

Participants will explore how various processes should look if they are operating at high levels and how managers can achieve superior results by knowing their vision and encouraging staff to participate/contribute to a team vision for exceptional performance.

### **2. Creating a Positive and Engaging Culture**

Having a culture that is motivating, stimulating, and supportive can have a significant impact on employee commitment, engagement, performance, and retention. Managers also need to be mindful of psychological safety and its role in supporting a positive culture. The role of transformational leadership, its benefits and how managers implement principles will be discussed. Participants will be challenged to evaluate the culture in their teams and assess ways to implement activities to enhance their work environments.

### **3. Optimize Your Managership Credibility**

To effectively lead others, it is vital that people managers possess the specific competencies and skills necessary to instill confidence in staff. Participants will be challenged to examine their approach to presenting with professionalism, being organized to stay on top of ongoing demands, the importance of following through promptly, and the impact of having high standards.

### **4. Maximize Your Professional Growth and Passion to Lead**

Research shows that many people managers are often more stressed and burned out than those they lead, which can lower their engagement levels. This module will challenge managers to evaluate their professional development approaches and take on a growth mindset. Self-care strategies will also be reviewed to help managers remain healthy and engaged.

### **5. Using Self-Reflection to Drive Exceptional Performance**

Self-reflection allows individuals to assess their performance and evaluate areas of opportunities for improvement. This dynamic module will equip managers with strategies to encourage employees to consistently use self-reflection and critical thinking to take ownership, accountability and hone their decision-making process.



## **6. Hiring and Onboarding Exceptional Employees**

Employee commitment starts with the first interaction with the organization and flows into an engaging interview process. Then, new hires should have a memorable experience that fuels their desire to be strong contributors. This module will provide managers with numerous strategies to maximize the possibility of hiring and acclimating engaged and high-performance employees.

## **7. Handling Conflict and Providing Effective Feedback**

Conflict is a normal part of the managership process but not one most managers embrace. This pivotal module will review conflict styles and how they impact a manager's credibility. This module will also include numerous ways to provide feedback along with how to help staff effectively recognize and feedback receptiveness to drive consistently high levels of performance. Building and maintaining a positive supervisor relationship will also be reviewed.

## **8. Coaching and Developing Staff to Excel**

Employee commitment level is the greatest predictor of engagement, performance and desire to remain with the organization. There are many opportunities for managers to encourage sustainably high levels of employee commitment, with coaching being only one of them.

## **9. Supporting Consistently High Levels of Employee Performance**

Regular and engaging one-on-one meetings, along with consistent performance reviews, are two of the most effective practices managers can have in place to promote sustainably high levels of employee performance. This module will review these two essential processes in great detail to equip managers with the skills and tools to maximize employee performance.

## **10. Holding Staff Accountable**

Some employees, despite numerous attempts, are challenging to engage. This module will review the role of performance expectations and opportunities to connect with even the most challenging staff. Additionally, the disciplinary process will be reviewed if issues persist.

## **11. Optimizing Team Performance**

Highly effective managers facilitate a team environment that continually challenges staff and encourages them to participate in identifying and solving issues. This module will have managers explore various ways to empower high levels of team performance while assessing how change presents a unique managership opportunity.

## **12. Your Action Plan**

Highly effective managers should be encouraged to develop and grow new skills to remain relevant in a world with continually shifting customer, employee, and organizational needs. This module helps managers examine opportunities for growth and outline specific plans to maximize their short and long-term performance.