

Melba W. Benson, Ph.D.

Educator/Coach/Mediator

1007 Bucknell • Arlington, Texas 76012 • Metro (817) 265-2820 • Fax (817) 265-2571
mwbenson@aol.com • www.melbabenson.com

Management Development

Massive changes in the workplace, rapid social and technological change, and an increasingly diverse workforce make leadership skills more important today than ever.

Employers are demanding more work and better work out of fewer people with fewer resources. Employees are feeling pressured, overworked, and unappreciated.

Every person with supervisory authority is stuck in the middle.

You will learn how to:

1. Assess your leadership style and develop a style that will work for you.
 2. Provide constructive feedback, encouragement, and praise to motivate employees to peak performance.
 3. Blend differing personality types, backgrounds, and age groups into a productive team.
 4. Increase your willingness to delegate, identify tasks to be delegated, assign the appropriate degree of authority, provide adequate instructions and guidance, and develop follow-up systems.
 5. Develop coaching skills to increase the personal growth, job satisfaction, and on-the-job effectiveness of employees.
 6. Clarify issues in conflict, generate options, and resolve conflicts in a way that benefits everyone involved.
-

Recommended Instructional Hours: 12

Individual Coaching Also Available

Management Development Table of Contents

Management/Leadership:

- Managing for Maximum Achievement
- Characteristics of Effective Leaders
- The Downsides of Leadership
- Leadership Evaluation

Motivating Others:

- Motivators for Any Employee
- Qualities Employees Want in a Job
- Respect Employees' Feelings
- Make Work Interesting
- Make Recognizing Employees Part of Your Daily Routine
- Generational Groups
- Genderflexing

Teamwork:

- Teamwork
- Characteristics of Productive Teams
- Decision Making
- Evaluating Communication Channels
- Listening Skills
- How to Receive Feedback
- Getting More From Meetings

Raising Issues and Resolving Conflict:

- Raising Issues and Resolving Conflict
- Using Mediation Techniques in Problem Solving and Conflict Resolution

Delegation:

- Increasing Your Willingness to Delegate
- Identifying Tasks to Be Delegated
- Assigning the Appropriate Degree of Authority
- Using Employee Strengths When Delegating
- Providing Adequate Instructions and Guidance When Delegating
- Delegating the Appropriate Amount of Work
- Monitoring Progress Toward Goals
- Avoiding Upward Delegation
- Developing Follow-Up Systems

Coaching Skills for Managers:

- Building Self-Confidence and Self-Esteem
- Coaching Checklist
- Preparing for a Coaching Session
- Guidelines for Conducting a Successful Coaching Session
- Effective Coach Assessment
- Correcting Effectively

Leading Up:

- What Is Leading Up?
- Why Leading Up Is Necessary
- Figuring Out Your Boss
- Building Your Boss' Confidence in You
- Presenting Your Ideas and Suggestions
- Delivering Bad News and Disagreeing With Your Boss
- Coping With a Difficult Boss
- Teaching Those You Supervise to Lead Up

Ownership/Accountability