



## > PROGRAM OVERVIEW

### MODULE 1:

#### Setting Expectations and Developing Effective Goals

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In this session you will learn:

- How the Manager's unique role, skills, standards, and expectations affect productivity.
- How to establish and articulate your personal and professional performance standards.
- A clear and direct process for designing, planning, and executing goals.

### MODULE 2:

#### Delivering and Getting the Message Heard

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In this session you will learn:

- How to focus and "flex" your communication style to meet the needs of your audience.
- How to avoid communication pitfalls that prevent your message from getting heard.
- A quick and easy process for transforming miscommunications into communication opportunities.

### MODULE 3:

#### Delegating and Holding People Accountable

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In this session you will learn:

- How to focus delegation activities around your strengths and set "traps" to overcome weaknesses.
- How to use a consistent and strategic delegation process.
- How to handle delegation mishaps and zap excuses.

### MODULE 4:

#### Managing for Performance and Producing Measurable Results

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In this session you will learn:

- How to manage goals and objectives to produce results.
- How to "Coach Like a Pro" and enable others to reach maximum performance.
- What it takes to keep a high performing team motivated.

### MODULE 5:

#### Approaching Conflicts and Sensitive Situations with Tact

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In this session you will learn:

- To recognize the signs of conflict and discover how to appropriately align processes and activities.
- How to conduct an objective "root-cause-analysis" when conflict arises.
- What it takes to create a culture that constructively handles conflicts.

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**PHONE:**

614.441.8972

**EMAIL:**

telecourses@nofrillsnofluff.com

**WEBSITE:**

www.nofrillsnofluff.com