





IIABSC Executive Leadership Series Graduate Program

The *IIABSC Executive Leadership Program* is a unique *professional development* program for people who are, or will be, responsible for leading and managing employees. The <u>Graduate Program</u> will take your management and leadership skills to new heights.

Who should attend:

- Agency owners/managers/supervisors
- > Young Agents who want to build their leadership and management skills

Format:

- Four modules take one, two, three or all four
- Four hours each (working lunch included)
- Small group setting only <u>10 participants per group</u>
- One-on-one coaching is available for an additional charge

Participants will learn:

- ✓ To develop delegation skills and to recognize self-imposed barriers to delegation.
- ✓ When to hold meetings and why and how to conduct them.
- ✓ Various methods for communicating in the workplace and which are most effective.
- ✓ Build a unified and cohesive team through improved team trust, communication, and accountability.
- ✓ Managing difficult people, including identifying, understanding, and addressing.
- ✓ Successful interviewing and selection of an all-star team.
- ✓ To help and manage employees through organizational change and economic uncertainty.
- ✓ How to conduct effective and powerful performance appraisals.
- ✓ Strategies to improve personal coping mechanisms during stressful times.
- ✓ To cultivate a can-do attitude while improving on their professional development.

When: May 16; June 13; July 18; Aug. 15

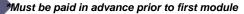
Hours: 10:00 a.m. – 2:30 p.m.

Cost: \$275 per module or \$1000 for all four modules*

Where: IIABSC office in Columbia, SC

Trusted Choice & Brokers of South Carolina

Participants completing all four modules will be awarded a completion certificate for the IIABSC Executive Leadership Graduate Program





EMPLOYERS EDGE

IIABSC Executive Leadership Graduate Program Outline

- 1. Block One **May 16, 2014**The Art of Delegation and Effective Meetings
 - Developing Delegation Skills
 - If You Want Something Done Right...
 - Why Leader Fail to Delegate
 - When and How to Delegate
 - Levels of Delegation
 - Why Meetings Have a Bad Reputation
 - What Makes a Good Meeting
 - Meeting Tips, Types & Facilitation
 - Evaluating Your Meetings

Managers will learn:

- How to recognize self-imposed barriers to delegation.
- What specific types of tasks or projects to delegate.
- How to delegate by developing a delegation plan around a specific job task or responsibility.
- When to have meetings and why.
- How to conduct meetings and set a positive tone.
- How and when to ask specific questions.
- How to deal with unwanted meeting behavior.
- 2. Block Two June 13, 2014 Successful Interviewing & Delivering Performance Appraisals
 - Staffing Effectively
 - Preparation, Interviewing, & Evaluation
 - Keeping Hiring Legal
 - Why Do We Appraise Performance?
 - Communicating Expectations
 - Observe & Document Performance
 - Coaching & Feedback
 - Writing & Delivering the Appraisal
 - Best Practices

Managers will learn:

- How to create competencies needed for specific job positions.
- How to create behavioral-related interview questions for a current opening or high turnover positions.
- How to rate & select candidates based on past, present, and future predictors.
- How to write & deliver performance appraisals that get employees talking.
- How to hold employees accountable for specific improvement.

- 3. Block Three July 18, 2014
 Effective Communication & Managing
 Difficult People
 - The Problem with Communication
 - Communication Blockers
 - The Communication Process, Methods & Strategy
 - Listening to Others
 - Fostering Open Communication
 - Identifying & Understanding the Problem with Difficult Employees
 - Addressing the Problem & Documentation
 - Consequences of Not Addressing Problems
 - Legal Concerns
 - Preventing Problem Employees

Managers will learn:

- What blocks effective communication and how to fix it.
- To choose & implement a strategy for fixing their top three communication problems that exist in their department or organization.
- How to listen so employees feel heard.
- How to understand the needs of the difficult employee and best meet those specific needs.
- Methods for dealing with serious problem behavior that may require immediate or planned termination.
- **4.** Block Four Aug. 15, 2014 Managing Change & Stress for Success
 - Barriers to Change
 - Leading Change Taking Responsibility
 - The Change Management Process
 - Understanding & Preventing Workplace Stress
 - Stress Stoppers & Changers
 - Strategies to Improve Personal Coping Mechanisms

Managers will learn:

- How to introduce change to employees so that it is motivating.
- How to recognize changes happening in the workplace today and how to plan for it.
- To recognize which change leadership style to use for the appropriate change needed.
- How words shape feeling and influence behavior.
- How to identify the signs that employees are burning out.