

Are you ready for the next level. . .



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 **Graduate Program** 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 **10 participants per group**
- 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



Independent Insurance Agents
& Brokers of South Carolina

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

*Must be paid in advance prior to first module

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 Leaders 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.