



Improving Organizations
and Changing Lives

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Supervisor, Manager and
Leader Development

A Strong Foundation
is *Essential*

Essentials Series

Leadership and management skills should evolve regularly to keep up with changing employee needs and market forces. A solid foundation of *essential* human skills focused on day-to-day interaction builds the foundation for growth, change management and successful execution of the "hard stuff"

Using results-focused design and delivery, we can deliver our standard one or two-day essentials classes or we can mix and match the topics below to create a customized learning experience to meet your learning, budget and timing needs. See pg. 2.

Recommended "core" topics

- Understanding the role of the manager
- Creating an engaging environment/culture
- Creating and maintaining trust
- Employee behavior 101
- Communication skills for managers

Available "elective" topics

- Transitioning into the role
- Emotional intelligence
- Development planning
- Giving and receiving feedback
- Setting expectations and work direction
- Conflict resolution
- Delegation



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Essentials Series

Standard Classes

- 1 Day Manager Essentials**
- Understanding the role of the manager
 - Creating an engaging environment/culture
 - Creating and maintaining trust
 - Employee behavior 101

- 1-Day Manager Essentials For New or Soon-to-Be Managers**
- Understanding the role of the manager
 - Transitioning into the role
 - Creating and maintaining trust
 - Setting expectations and giving work direction

- 2-Day Manager Essentials**
- Day 1**
- Understanding the role of the manager
 - Creating and maintaining trust
 - Creating an engaging environment/culture
 - Employee behavior 101
- Day 2**
- Setting expectations and giving direction
 - Communication skills for managers
 - Building strong relationships
 - Giving and receiving feedback

- 1-Day Feedback Essentials**
- Setting expectations and giving work direction
 - Employee behavior 101
 - Emotional intelligence
 - Giving and receiving feedback

- 1 Day Planning and Prioritizing Work**
- Setting expectations and giving work direction
 - Delegation
 - Development planning essentials
 - Giving and receiving feedback

Custom Learning Experiences

- Mix or match topics to create half-day, full-day or two-day sessions – together or in a series
- Content can be customized to include your organization's examples, processes, tools or forms
- We can also conduct needs assessment and provide post-training support

Contact us today! I am certain we can create a learning experience for your managers that meets your needs.

