

Super Manager

Be the Boss Everyone Wants to Work For

Course Overview

How You Will Benefit

Many studies have been conducted to determine the reasons that employees leave their jobs. Most reasons point squarely to their bosses:

- 39% said their supervisors didn't keep their promises.
- 37% said their supervisors failed to give credit when due.
- 31% said their supervisors gave them the "silent treatment."
- 27% said their supervisors made negative comments about them to others.
- 23% said their supervisors blamed others to cover up their own mistakes or embarrassment.

As a result, employees reported feeling more tension, mistrust, and exhaustion, and were less satisfied and less likely to take on additional tasks or work longer hours. In other words, managers directly affect their employees' productivity and satisfaction in the workplace. In another study, 44% of employees said that their individual supervisor was the most important factor in increasing employee engagement. And when employees are engaged, 70% say they have a good understanding of how to meet customer needs (versus 17% of nonengaged employees), 78% would recommend their company's products or services (versus 3% of nonengaged), and 86% say they very often feel happy at work (versus 11% of nonengaged).

The bottom line: Managers influence employees' satisfaction at work, for better or worse. This program will help you become a super manager—someone who everyone wants to work for.

Course Objectives

Successful completion of this course will increase your ability to:

- Develop self-awareness regarding your managerial skills and display attentiveness to your employees.
- Demonstrate consistency in your values, attitude, and behavior.
- Identify when and how to appropriately exercise mental flexibility.
- Display humility and confidence in your decisions as a manager and show confidence in your employees.
- Ensure that employees maintain focus.
- Encourage employee satisfaction and motivation by creating a fun working environment.

Key Topics Covered

This course explores the following subjects in depth:

- Common obstacles to being a super manager.
- Key opposing characteristics necessary for managerial success and how to properly balance them.
- Increasing your self-awareness through feedback, after-action reports, and reflection.
- Showing attentiveness to individual employees by helping them to set career goals and tailoring recognition for achievements.
- Practical examples for expressing consistency in your values, attitude, and behavior.
- Appropriate circumstances for using mental flexibility and intelligent disobedience in the workplace.
- Characteristics and benefits of humility as well as techniques for demonstrating it.
- How to avoid micromanagement in order to show confidence in employees' abilities.
- Tips for being a confident decision maker and combatting indecisiveness.
- How to remain results-oriented and resolve performance issues in employees.
- Various ways to foster a fun workplace.

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts in a risk-free environment
- Thorough set of materials: Instructor Guide, Participant Guide, classroom PowerPoint presentation, and one-page Learning Summary

Registration Information

Participant name: _____

Department: _____

Position: _____

Email: _____

Phone number: _____

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