

THE MANAGER'S TOOLKIT™

UC San Diego Extension's Intensive In-Company Program for Managers

Program Overview

The Manager's Toolkit™ is designed to give employees practical management skills they can apply every day on the job, as well as a better understanding of the management function. It does this by exposing employees to common management situations, giving them honest feedback on their current strengths and weaknesses, and allowing them to practice new skills in a "safe" setting.

Outline of Instructional Topics

Core Sessions

Team Development

- Exploring characteristics of high performance teams
- Capturing best team development practices via interactive exercises and simulation

Management Style

- Receiving feedback on a matrix of skill sets in managing projects and processes; leading people and influencing the organization
- Understanding how some management styles are more appropriate than others in different situations

Personal Growth

- Applying SMART model to improving performance as outlined in the feedback reports
- Coaching and being coached in developing more effective management behaviors
- Creating personal action plans for change

Communication Style

- Understanding how communication style is related to your effectiveness as a manager
- Understanding your natural communication style
- Exploring other effective styles, and when to use each

Leading and Facilitating Teams

- Learn what makes an effective team leader
- Develop facilitation skills and create a community of practice

Electives

- ABC's of Finance for Non-Finance Managers
- Appropriate Workplace Behaviors
- Balancing Your Life/Stress Management
- Building a Customer Service Culture
- Business Etiquette Mastery
- Clear Writing for Results
- Closing the Gap of Gender & Generation
- Coaching Technical Professionals for High Performance
- Effective Time Management & Delegation Techniques
- Giving Constructive Feedback & Managing Interpersonal Conflict
- Interpersonal Communication Skills
- Interviewing Potential Employees
- Managing Workforce Diversity
- Motivation & Fostering Peak Performance
- Negotiation Skills
- Peer Coaching
- Practical Process Redesign
- Presentation Skills for the Manager
- Problem Solving
- Strategic Goal Setting and Priorities
- Transforming Resistance to Change

Note:

Ten (four-hour) sessions equal four CEUs of credit. Individuals who complete the course may apply the experience toward the UCSD Extension Professional Certificate in Business Management.

Fees

- Instructional fee: \$1,250 per participant
- Materials fee: \$345 per participant including a web-based 360° assessment of critical management skill sets

Information

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