

Essentials for Managing People™

In-Company Program for the Front Line Manager

The Essentials for Managing People is designed to provide practical guidelines to help managers deal with common employee issues. Too often in organizations, small “people problems” can escalate into big management problems. This program focuses on skill building in fundamental areas to prevent this pattern. Accomplished training professionals teach the sessions from the manager’s perspective.

Outline of Instructional Topics

SESSION ONE

Selecting the Right New Employee

- The management cycle
- Today’s recruitment function
- Strategic staffing & legal issues
- Job selection criteria & interview tips
- Major trends effecting organizational staffing

On-the-Job Training

- Assessing the need for performance improvement
- Determining the appropriate training approach
- Increasing the effectiveness of training
- Selecting peer trainers

SESSION TWO

Performance Management I

- Performance management process
- Why do we do performance management?
- How do we maximize productivity?
- What is your standard?
- Supervisor’s biggest challenge
- Nature of work environment
- Linking performance to consequences
- Plan - define the job
- Developing key result areas
- Participative process
- Performance standards
- What is your current level of productivity?

Performance Management II

- Observing and recording performance
- Recording facts
- Working the performance plan
- Talk about what?
- Managing attitude problems
- Making the process participative
- Dealing with conflict and emotions
- Dealing personal problems report
- Honest disagreements
- Feedback for supervisor
- Characteristics, behavior & performance
- Showing respect & goal setting
- What are the issues?
- Rating fairly & what the ratings mean
- Visualize the solution
- Filling out the evaluation report

SESSION THREE

Managing Change

- Preparing staff for rapid growth, acquisitions, mergers or downsizing
- Overcoming resistance and reactions to change
- Managing the stages of change
- Maintaining morale during the various stages

Rewards and Recognition Systems

- Components and philosophies of compensation
- Roles of supervisors and the HR department in rewards systems
- Alternatives and supplements to the hourly wage
- Motivation and equity comparisons
- Pay-for-performance plans
- Group and individual incentives
- Non-cash awards
- Recognition as a tool for retention

Program Details

- Offered exclusively to organizations for their employees
- Tailored to the challenges of each organization
- 12 hours of training (three sessions of four hours each)
- \$9,950 (flat fee) for up to twenty managers. Fee includes preparation/consulting time with program director, instruction, assignments, all materials, post-course evaluation reviewed with sponsor (use of facilities and A/V negotiated separately)

Information

Shannon McDonald
(858) 534-9355
corped@ucsd.edu
extension.ucsd.edu/corporate

