The Manager’s Toolkit™
Intensive In-Company Program for Managers

The Manager’s Toolkit™ teaches employees practical management skills they can apply every day on the job, as well as a thorough understanding of the management function. The program exposes employees to common management situations, and provides honest 360º feedback on current strengths and weaknesses, allowing them to practice new skills in a "safe" setting. Facilitated by Lead Instructor and team of SMEs.

**Core Sessions (Required)**

**Team Development**
- Explore characteristics of high performance teams
- Capture best team development practices via interactive exercises and simulation

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

**Personal Growth**
- Apply SMART model to improving performance as outlined in the feedback reports
- Coach and be coached in developing more effective management behaviors
- Create personal action plans for change

**Communication Style**
- Understand how communication style is related to your effectiveness as a manager
- Recognize your natural communication style
- Discover other effective styles, and when to use each

**Leading and Facilitating Teams (Closing Session)**
- Learn what makes an effective team leader
- Develop facilitation skills and create a community of practice
- Review of progress of 360 goals

**Program Details**
- Offered exclusively to organizations for their employees
- Ten 4-hour sessions equal to 4 CEUs
- Individuals who complete the course may apply it towards UCSD Extension’s Certificate in Business Management.
- Instructional fee $1,250 per participant. Materials fee $345 per participant. Minimum of 15 participants. Fee includes a web-based 360º assessment of critical management skills.

**Elective Sessions (Choose 5)**
- Appropriate workplace behaviors
- Balancing your life/stress management
- Building a customer service culture
- Career development
- Clear writing for results
- Closing the gap of gender & generation
- Coaching technical professionals for high performance
- Cross-cultural communication
- Delegating techniques & managing priorities
- Finance for non-finance managers
- Giving constructive feedback & managing interpersonal conflict
- Influencing others successfully
- Intercultural awareness
- Interpersonal communication skills
- Interviewing potential employees
- Managing workforce diversity
- Motivation & fostering peak performance
- Negotiation skills
- Peer Coaching
- Presentation skills for the manager
- Problem solving
- Strategic goal setting and priorities
- Stressful conversations
- Transforming resistance to change
- Visual process flow

**Information**
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