Essential Management Skills

Becoming a Better Boss

This comprehensive program builds a solid foundation in the critical skills needed to successfully manage people. Understand yourself as an effective leader of people. Diagnose typical business situations and determine how best to manage them. Engage in practical exercises that focus on your own day-to-day issues. Come away with tools and techniques you can apply immediately back at work.

The program features a self-assessment to help you discover your leadership strengths and their impact in building relationships. You will also work with a small group of peers, facilitated by a professional Executive Coach. To ensure you are fully embedding your learning in the workplace, you will re-engage with your coach and peer group after the program to share your experiences and develop an ongoing plan of action.

The Learning Journey

Distributed over six weeks, Essential Management Skills incorporates program preparation, instruction, interactive and experiential plenary sessions, group discussions and facilitated peer learning. There is also a "meet and greet" introductory session and a post-program group coaching session.

Takeaways

This program helps build strength in these core competency areas:

- Self-management: understanding yourself as a manager of people
- Motivation: assessing and shaping your employees’ preferences and goals
- Coaching: overcoming challenging dynamics to help people do their best work
- Decision making: choosing among different decision-making techniques at the individual and group level to enhance effectiveness
- Communication: building relationships based on clear communication, trust and respect
- Teamwork: building strong teams and leading them to better performance
- Power and influence: practicing the art of constructive persuasion
- Networking: fostering effective alliances at every level
- Managing change: diagnosing reactions to business shifts and overcoming resistance to change
Program Content

Managing Self

- Defining your purpose as a manager and leader of people
- Self-assessment: what are your leadership strengths and areas for development, how does your leadership style impact others?

Managing Others

Managing Individuals
- Building trust and psychological safety
- Motivation: improving your ability to perceive and address other peoples’ needs
- Building individual resilience

Coaching Individuals
- Manager as coach: motivating people to reach their highest potential
- Engaging in challenging conversations: dealing with difficult behaviours and nudging individuals toward more constructive conduct, managing your emotional reactions
- Giving feedback

Managing Teams
- Keys to team effectiveness
- Growing your team
- Building team resilience

Decision Making
- Avoiding common decision-making biases and traps
- Using facts to make better decisions
- Improving the quality of group decisions

Communication
- Keys to effective communication
- Listening for subtexts as well as for explicit meanings
- Matching the medium to the message
- Applied communication skills practice
Program Content, cont’d

Coaching Teams
• Ensuring team members are clear on their roles
• Maintaining individual accountability in a team setting
• Using conflict resolution skills and an awareness of your own conflict style to manage conflict and promote cooperative relationships
• Facilitating improved team performance and productivity

Managing within the Organization

Influence, Persuasion and Power
• Tailoring your message to your audience
• Establishing rapport and credibility
• Swaying people towards positive outcomes
• Skills and strategies for exercising constructive power

Managing your Network
• Engaging in two-way communication to manage up, down and across
• Managing expectations

Managing Change
• Assessing the impact of change on others
• Overcoming resistance and helping people adapt
• Transition strategies for leading change

Managing the Future
• Creating a plan for future development

Special Features
• Self-assessment to help you discover your leadership strengths
• Coaching sessions with a small group of your peers and a professional Executive Coach during and after the program

Audience
• Recently appointed managers who want to become more productive, confident and flexible
• New managers from technical backgrounds
• Managers who have just changed positions in their organization
• Managers who wish to brush up on their skill portfolio
Program Leaders

Amy Stanley is an Adjunct faculty member at the UBC Sauder School of Business. She has worked in various HR roles, including 8 years as an HR Manager in UBC’s Department of Medicine. An expert executive coach, she manages her own leadership development business helping leaders handle conflict and create high-performing organizations. Her global client list includes a range of industries from the business, finance, government and education sectors.

Dr. Alex Trisoglio is an executive coach and leadership adviser with extensive experience in leadership development, improving individual and team performance, and catalyzing organizational change. He is also trained in mindfulness-based stress reduction and self-compassion. His experience includes nineteen years advising senior leaders at McKinsey & Co. and four years working with the CEO and Management Team at IFC/The World Bank.

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