



Management Skills Workshops **Offered by Silvers HR, LLC**

Course Description

This series of workshops are designed to teach new supervisors and managers the basics of leading, communicating, selecting and motivating employees. The workshops include current management tools followed by extensive application of these through case studies and the students' real world issues.

Who should enroll?

Supervisors and managers with little or no formal training who want more knowledge and application of management tools.

Objectives – You will learn to...

- Apply management tools to real world case studies in a safe environment
- Determine the best leadership style to use with each employee
- Use delegation skills effectively and stop doing it all
- Facilitate an efficient and effective meeting
- Find and hire top drawer performers
- Set performance goals that challenge and motivate your employees
- Monitor and follow-up with employees
- Deal with poor performers who cannot or will not meet expectations

Workshop highlights

- I. Leadership essentials
 - a. What makes an effective leader
 - b. Situational Leadership II - How to match your leadership style with the development level of your employee to maximize their performance

- c. Effective delegation
- II. Communication Skills
 - a. Utilizing the best communication style with your employees and co-workers to ensure peak performance
 - b. How to conduct an effective meeting
 - c. Motivating through the generational gaps
 - III. Finding and hiring peak performers
 - a. Where to find top applicants
 - b. Interview skills that help you find the star performers
 - c. What questions you can and cannot ask in an interview
 - IV. Setting and managing performance standards
 - a. How to set "SMART" goals
 - b. Giving the most effective feedback to maximize performance
 - c. Dealing with poor performers

Contact us at (916) 791-8506 for more information