

● CAREER COMPLIANCE SOLUTIONS

MANAGEMENT ESSENTIALS PROGRAM



CCS MANAGEMENT ESSENTIALS LIVE PROGRAM SUBSCRIPTION

PROGRAM DESCRIPTION

Management Essential is perfect for any sized, distributed or non-distributed management workforce.

The Management Essentials Program consists of 10 live virtual instructor-led lessons scheduled once per month exclusively for your team. Each 50-minute presentation is a working session where participants will follow along with their workbook. Our virtual live instructor-led courses are engaging and interactive.

The facilitator will guide participants through the workbook and foster participation using discussions, scenarios, videos, practice, and assessments.

Additionally, you will be given access to our 3-course compliance package for 1 year. All courses are self-paced elearning and accessed through our LMS and include:

- Harassment and Gender Discrimination Today (CT/CA/NY and US versions)
- Cybersecurity Awareness
- Organizational Ethics; Making Good Decisions



PROGRAM PRICING

5-15 attendees: \$300 each
16-30 attendees: \$250 each
31 and more: \$200 each

MANAGEMENT ESSENTIALS PROGRAM SESSIONS INCLUDE:

- Introduction to the Management Essentials Program
- Starting Off Right: Leveraging Your Strengths
- Engage Your Support Network
- Cultivating an Ethical Work Environment
- Factors of Communication
- HR Communications Assessment
- Conflict Resolution
- Addressing Performance Issues in the Workplace
- Behavioral Interviewing
- Handling Runaway Emotions

CCS ON-SITE

Would you rather have CCS on-site?

Ask about availability and pricing. This program can be customized to your organization and/or industry for an additional fee.



Need a more affordable option?

Management Essentials abbreviated program is now available as self-paced elearning, where participants can take it at any time and any place. Ask about pricing.

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SESSION DESCRIPTIONS

Session 1: Introduction to the Management Essentials Program –

This session will introduce participants to the program and help them to establish goals for their learning.

Session 2: Starting Off Right: Leveraging Your Strengths –

Whether starting in a new role or not, participants will learn how to leverage their strengths. This Module will help participants determine which areas should be prioritized by focusing on personal strengths to impact performance and promote immediate success. Participants will learn how to recognize and avoid common derailing behaviors that could be part of a transition.

Session 3: Engage Your Support Network –

Drawing on the support of your network is crucial for personal growth and productivity. At the end of this session, participants will be able to identify, ask clarifying questions, and build lasting relationships with key members in the organization and understand the impact these individuals have during the employee lifecycle from accelerating early transitions to enhancing late career.

Session 4: Cultivating an Ethical Work Environment –

We'll discuss how individual character traits such as virtue and integrity in addition to knowledge, skills, and abilities guide the behaviors of members within the organization. Participants will review strategies to align personal and workplace goals to that of the organization using the values of trust, empathy, fairness, truthfulness, responsibility, and citizenship.

Session 5: Factors of Communication -

Consistent, effective communication creates an environment of trust where people feel comfortable sharing their thoughts and opinions. When managers create a free flow of information with their teams it leads to a more productive environment. In this session, participants will review factors for great communication, practice active listening and determine ways for gathering feedback.

Session 6: HR Communication Assessment -

Participants will complete an assessment of their communication style prior to the session. We'll do an active review of the four different communication styles and discuss how these styles are best used to become an effective communicator.

Session 7: Overcoming Conflict in the Workplace -

Participants will review examples of how conflict might arise in the workplace, and the five management conflict styles of competing, collaborating, avoiding, accommodating, and compromising. They will reflect on past experiences, practice difficult conversations, and handle barriers to resolution as part of learning how to resolve conflict in the workplace.

Session 8: Addressing Performance Issues in the Workplace –

Too often leaders procrastinate performance discussions based on lack of knowledge and fear of retaliation from teams. In this session participants will review how to prevent reoccurring performance issues by helping individuals get back on track using the five steps for performance improvement.

Session 9: Behavioral Interviewing –

In this session, we'll review the steps for an effective hiring process, the tools and techniques necessary to make fair, informed, and consistent hiring decisions including a focus on job competencies and how to base interview questions on the skills needed for the position. Participants will practice how and when to use lead and probe questions in different hiring scenarios and how to rate and evaluate candidates for selection.

Session 10: Handling Runaway Emotions –

Runaway emotions damage our ability to think, work, and maintain constructive relationships. We'll review what makes up emotional intelligence or an individual's EQ and the factors for controlling negative behaviors that prevent successful relationships and high productivity in the workplace. Participants will take a behavior survey and practice the primary factors for addressing and managing strong emotions at work.