



Executive Management Series

4 Sessions –
7 Hours of Interactive Training

Enable employees to use their full talents and abilities and make a real difference for your company, your team, and yourself! Empower your employees with skills to balance self-fulfillment with job commitment, increasing productivity and company loyalty. Real world examples demonstrate how to handle change and contribute to a motivated workforce in any situation while building morale and productivity through engaged leadership. Series includes **four** complete courses: Empowerment, Managing for Commitment, Managing Change at Work, and Quality Focused Supervision.

Benefits

- Gain trust from customers when their problems are solved
- Learn skills necessary to create a positive customer experience
- Grow your business by focusing on customer needs

About The Authors

This Executive Management training program was produced by various **LearnKey** content partners; **Kantola** and **Crisp**. Each content provider maintains relationships with an impressive list of publishers with content covering a wide variety of subject matter areas. They also have relationships with a host of subject matter experts who are distinguished authors, trainers, consultants and educators.

Empowerment

Section A: Empowerment
· Introduction
· What is Empowerment?
· Key Fact

Section B: Changing Organizations
· The New Workforce
· Customers
· A Different Way
· Key Fact

Section C: Changing Mindsets
· Overlooking Customers
· From Pyramids to Circles
· Resistance to Change
· Key Fact

Section D: Changing Relationships
· With Customers
· With Coworkers
· Teams
· Key Fact

Section E: Changing Structures
· Get Feedback
· Develop a Vision
· Define Measurements
· Conclusion

Quality Focused Supervision

Section A: Supervisor Excellence
· Getting Started

Section B: Influence-Style Management
· Leadership Influence

Section C: Principles of Influence
· Involvement over Surveillance
· Communication over Intimidation
· Leadership over Authority

Managing Change at Work

Section A: Managing Change
· Introduction
· Course Overview
· Key Fact

Section B: Facing Change
· Dealing with Change
· Effective Managers
· Leading Change
· Key Fact

Section C: Understanding Change
· The Change Model
· Denial
· Resistance
· Exploration
· Commitment
· Key Fact

Section D: Leading for Change
· People and Change
· People and Denial
· People and Resistance
· People and Exploration
· Conclusion

Managing for Commitment

Section A: Managing for Commitment
· Introduction
· Key Fact

Section B: The New Workforce
· What is Loyalty?
· The New Millennium
· New Values
· Key Fact

Section C: Building Commitment
· Trust
· Communication
· Showing You Care
· Key Fact

Section D: Six Steps to Loyalty
· Catering to Employees
· Step 1: Communicate Candidly
· Step 2: Empower Employees
· Step 3: Develop Employees
· Step 4: Show Appreciation
· Step 5: Manage Ethically and Impartially
· Step 6: Promote Workplace Wellness
· Conclusion