

# 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 360° 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 360° assessment of critical management skills.

### Information

Shannon McDonald  
 (858) 534-9355  
 corped@ucsd.edu  
[extension.ucsd.edu/corporate](http://extension.ucsd.edu/corporate)

### TAILORED TO THE SPECIFIC CHALLENGES OF YOUR ORGANIZATION

### 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

