

FREE Management Training for Non-Profit Organizations

**Sponsored by:
The Finger Lakes Workforce Investment Board, Inc.**

WHEN: Tuesday, November 28, 2017 9 a.m. to 1 p.m.

WHERE: Geneva Housing Authority Building, 41 Lewis St. Conference Room B,
Geneva, New York

RSVP: Name, agency and job title to kspringmeier@fingerlakesworks.com or call 315-789-3131 Ext. 102 by November 20th, 2017 (Limited to 25 students)

WHY: Non-profit organizations have important missions to accomplish in today's society. Every Executive Director wants to dedicate all funds to accomplish the mission. There is seldom any left over to help develop themselves and their management team. This program is intended to support the management teams of non-profit organizations by helping them to improve their leadership skill sets without diverting funding intended for their mission and clients.

WHO: Supervisors, Managers and Directors of non-profit organizations. Actually, anyone who has to get work accomplished through others' efforts.

WHAT: One 4-hour training workshop. The workshop reviews the following topics:

- **Performance Management - Setting Expectations**
- **Performance Management - Coaching for Excellence**
- **Performance Management - Counseling for Competence**
- **Manager AND Leader; Embrace the Genius of "AND"**

Performance Management - Setting Expectations

Your employees want to meet your expectations. Most want to exceed your expectations. So, what are your expectations? By the end of this workshop, you will know:

- What the organization's performance expectations are or how to develop them.
- What the organization considers unacceptable behaviors or how to identify them.
- What your personal expectations are of desired and unacceptable behaviors.

When you go back to work, you will be able to communicate your and your organization's performance and behavioral expectations to your employees in a positive manner. This will increase employee confidence and focus by reducing uncertainty, confusion or disagreement in performance expectations. You will also learn your employees' expectations of you!

Performance Management - Coaching for Excellence

Your employees need your feedback on their performance to go from good to better. Without your feedback, they take their foot off the gas that powers their improvement from good to better. By the end of this workshop, you will know

- Who to coach
- When to coach
- What to coach
- How to coach

When you go back to work, you will be able to immediately coach your good employees to get better at some specific aspect of their job. And as the saying goes, “The tide raises all boats” so when your employees get better, your team becomes excellent!

Performance Management - Counseling for Competence

The second worst part of a manager’s job is disciplining employees. But, you have to do it. It is part of your job. And it is important to the rest of your team that you do not allow poor performance or behaviors to drag the team down. They are looking to you to maintain standards for everyone. By the end of this workshop, you will know:

- How to analyze performance to determine the root cause
- The steps of progressive discipline
- How to document poor performance or behaviors
- How to conduct a candid conversation (disciplinary discussion) that increases the chances of success while decreasing the chances for bad feeling

When you go back to work, you will have a playbook for addressing poor performance in a timely manner so that it doesn’t continue or grow to infect other employees or come to dominate your work life.

Manager AND Leader; Embrace the Genius of “AND”

Your management style determines the type of workers that you have. Surprised? It’s true!! By the end of this workshop, you will know:

- What defines “management”
- What defines “leadership”
- The differences between the two styles and the importance of both

When you go back to work, you will be able to:

- Identify the types of employee that you have
- Know when to be a manager and when to be a leader with each employee
- Increase the performance of all your employees by managing and leading them better