



**Category:**  
Leadership

**Course Prerequisite:**  
Must have already taken the Supervisory Skills course or an equivalent

**Course Length:**  
varies, contact GROWTHco

**Materials:**  
Included (digital only)

**Cancellation Policy:**  
Less than 14 days, 50% non-refundable, less than 7 days 100% non-refundable

**Minimum Number of Students:**  
1

**Maximum Number of Students:**  
20

**Delivery:**  
vILT or cILT  
(virtual or classroom)

**Pre-work:**  
None

## Management Skills

The success of an organization is largely dependent on its managers and leaders. Success is usually defined by tangible results, and the manager is accountable to motivate and develop the team to deliver the desired outcomes.

The **Management Skills** course is for those who are looking for higher level processes, tools, and systems to consistently deliver results to the company from those people they lead.

Talent development, coaching, delegation, and accountability ideas and systems will be shared and new processes and tools created and implemented immediately following each session. Content in this course comes from many of the leading management gurus, including Ken Blanchard, Stephen Covey, and John C. Maxwell.

### Course Topics:

- Introduction to Organizational Development
- Leadership Model & the Definition of Leadership
- Management Responsibilities
- Review of Attributes
- Four Styles of Leadership
- Situational Leadership
- What is Coaching?
- Creating a Safe Coaching Environment
- Reasons for Performance Shortcomings
- Types of Coaching
- Coaching University Form
- Coaching Agreement
- Coaching Preparation: Real-world planning
- GROW Model of Coaching
- Asking Clarifying & Open-Ended Questions
- Providing Effective Oral & Written Feedback
- OREO (or Sandwich) Feedback method
- Empower others to be "Intra"-preneurial: beginning of critical thinking
- Negative Consequences & Benefits Matrix
- New Opportunity Form
- Accountability Analyzer: Behavior, Expectations, Goals, Processes, Projects & Results
- Accountability Chart: Identifying the seats needed and analyzing who is in each sea
- Delegation: Task Analyzer & Leadership Transition Questionnaire
- Delegation Plan

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