| **Module Name** | **Description** |
| --- | --- |
| Avoiding the Top 6 Manager Mistakes  | Have you ever wondered what causes people to fail as managers? It's no mystery. In this module managers learn why they tend to fall into these manager traps and what the owners of their companies truly want from them as well as how to deliver those things on a consistent basis. |
| How to Communicate Effectively Up the Chain | Many managers find it difficult to speak up about the issues, problems, and constraints that keep them from performing to their best ability. In this module, managers learn what to say, how to say it, and when it will be received in the best possible spirit. They will practice in a safe environment to build confidence for having these conversations when needed |
| Top 8 High Performance Habits | With so much to do and so many responsibilities pulling managers in multiple directions, they absolutely must create strong habits to perform at peak levels. This module introduces the 8 habits; they are practiced and refined over the course of months in the SFM Circle |
| 10 Key Elements of Emotional and Social Intelligence | Emotional Intelligence is the ability to understand yourself, manage your behaviors, and control your impulses. Social Intelligence is the ability to understand the drives, motivations, tendencies, and triggers of others. Both of these are critical to becoming an excellent manager. The manager will learn how and why these Intelligences are necessary to produce the best results possible.  |
| Time Management Strategies That Work  | With so much to do and what seems like so little time, managers can quickly feel overworked. Learning to manage their schedules, calendars, and time will give the manager a sense of control while simultaneously freeing up additional time for important projects |
| Communication 101 | While communication is a two-way street, one side of the street needs to be traveled first. In this module managers will learn the key skill of listening first. How to listen effectively, and without internal bias. Before advanced skills can be learned, it is critical that managers know the importance of listening and can practice this highly sought-after skill. |
| The 7 C's of Advanced Communication  | Once the importance of listening is developed and practiced, managers will learn to the 7 C’s of Advance communication. To be clear, concise, concrete, correct, coherent, complete, and courteous. These skills are practiced weekly in our SFM Circle as the managers lead meetings and address topics of concern. \*This module is a requirement for CPB Leadership Training |
| Be Better to Get Better | Things don’t always go perfectly. Managers are often required to navigate different personalities, cultures other than their own, and many ideas that they simply do not agree with. In this module they will learn a strategy for respectfully managing these potential conflicts. They will receive a tool to use and practice with in all touchy situations. \*This module is a requirement for CPB Leadership Training |
| Employee Retention 101 |  In this module we look at the 1st 3 months of the Employee Experience. Managers will dissect their hiring, onboarding, orientation, training, and pay processes. Managers will define the gaps that are leading to employee dissatisfaction and correct them. |
| Advanced Employee Retention  |  In this module we look at the entire Employee Experience after the first 90 days. Managers will create and modify their systems for developing, motivating and incentivizing, rewarding, and providing ongoing educational opportunities. \*This module is a requirement for CPB Leadership Training |
| Creating a Career Ladder | The Gallup Employee engagement poll for 2022 lists the No. 1 reason people change jobs today as “career growth opportunities” Managers will create and or evaluate/modify a career ladder that accurately represents your company and motivates people to achieve goals of their own.  |
| Conflict Management 101 | Managing conflict is one of the hardest things that managers must do in their positions. They will learn the Top 5 conflict resolution strategies they must know and understand to be able to defuse conflict with employees as well as clients.  |
| Advanced Conflict Management | In this module managers will practice and role-play the Top 5 conflict resolution strategies that they must know and understand to be able to defuse conflict with employees as well as clients. \*This module is a requirement for CPB Leadership Training |
| Coaching 101 | Many managers come to their positions inexperienced and often from jobs where they were not coached to perform to their best abilities. In this module managers will be taught the How-Tos of coaching vs. correcting while gaining the confidence they need to coach well.  |
| Advanced Coaching | Top coaches live and die by their ability to produce concrete results through growing, grooming, and leading their teams. They align people with mission and vision to draw out the very best their team have to give. In this module managers will learn that whether they control who is on their team or not, they have full control over how to work with them to help them perform at their best. \*This module is a requirement for CPB Leadership Training |
| Management and the Law | In today's world, every manager must have a clear grounding in the legalities of managing your team. Staying on the right side of employment laws and avoiding lawsuits is simple when you understand the basics. In this module managers will learn the 7 most important HR compliance fundamentals to protect your company and give you peace of mind knowing you are doing things within the framework of employment law.  |
| Goal Setting  | Managers will get a deep dive into setting goals and their accompanying activities using The Four Disciplines of Execution framework that includes WIGs, Leads, Lag measures, and Lead Activities. Key Performance Indicators (KPIs) and their tracking will be toiuched on briefly.  |
| The TOP 16 Skills of Excellent Customer Service  | Great customer service is an excellent way to grow your business. Managers need to understand the most important customer service characteristics and how to model as well as teach them. In this module managers will incorporate the top skills into current systems and processes. |
| Managing Your Energy/Enthusiasm/Excitement | It’s probably no surprise that when your energy is low your work suffers, but too high energy (constant interruptions and deadlines) can kill productivity too. In this module, managers learn to recognize and manage their personal energy rhythms for optimum productivity and enjoyment.  |
| Delegation 101 | One of the most common ways of overcoming growth limitations is delegation. Managers will learn the basics to delegate work to others successfully.Good delegators are able to build strong and successful teams that are more than capable of meeting the demands of a heavy workload.  |
| Advanced Delegation Skills | Successful delegation is a skill like many others that needs to be understood, practiced, and honed to be successful over the long-haul. Managers will determine a task for delegation and follow the process over a period of weeks and months to see firsthand long-term benefits that can be realized through successful delegation. \*This module is a requirement for CPB Leadership Training |
| Managing Remote Teams and Solos | There are many reasons why today’s managers find themselves doing more and more of their work remotely. From cost-cutting to fresh employee needs many companies are choosing to use at least some remote activities. Managers will learn the 7 vital activities necessary to manage remote employees and maintain retention.  |
| Creating a Healthy Organizatinal Culture | Culture can be an abstract, sweeping idea that refers to your organization’s personality, but it also has observable and measurable effects. An organization’s culture is the sum of all that the people who work there think, say, and do as they work together. It reflects both the written and unwritten rules that people follow. Managers will learn to define, modify, and sustain their chosen culture. |
| When to Manage/When to Lead | Management consists of controlling a group or a set of entities to accomplish a goal. Leadership refers to an individual's ability to influence, motivate, and enable others to contribute toward organizational success. In this module managers will begin learning how to influence and inspire to lead their teams when managemnet is not enough. |
| Using DISC to Manage Your Team |  DISC is the leading tool used worldwide to unlock potential, improve workplace efficiency and build high performing teams. Managers will learn how to understand their own DISC style strengths and weaknesses to confidently interact and communicate with a diverse workforce. \*This module is a requirement for CPB Leadership Training |
| Understanding Motivation and Drive | Managers will learn in this module about 6 basic motivators that lead to drive with regards to employees and their positions. Tapping into what motivates people intrinsically is much more effective for long term success than applying external motivators. Managers will also learn why the things they have been doing haven't worked.  |
| Managing the Quality of your Outputs | Whether your company is focused on the highest possible quality or consistent quality (or both), there is no denying that without a focus on the quality that teams produce, all companies will struggle. Managers will learn how to set, meet, and hold expectations with regards to the quality that is provided in their companies.  |
| Building Trust | People who work at high-trust companies experience 74% less stress. The opposite is also true. Unfortunately, the truth is that most people haven’t been taught how to build trust. Thankfully, there are proven and effective ways to build trust in the workplace. We’ll learn a step-by-step process that can be used to begin building trust in the workplace immediately.  |
| Showing Appreciation at Work | Managers will learn 19 creative ways to show appreciation for their team within the structure of "The 5 Languages of Appreciation in the Workplace" by Gary Chapman and Paul White |
| Team Building Activities | One of the most powerful reasons for team building is to get results. Managers will receive a series of planned team building events that are fun and motivational. Managers learn to build skills like communication, planning, problem-solving, and conflict resolution in their teams using these fun activities.  |
| Managing Employee Reviews and Evaluations | As managers learn and practice the 13 employee review tips that actually improve performance they will gain confidence, courage, and respect for the process. Employee reviews can be a benefit to both company and employee when performed correctly, because everyone wins.  |
| Discipline and Firing - Who/How/When/Why | Discipline is the action taken when employees don't follow the company's rules and policies. Managers will learn to create a positive, safe and pleasant work environment for everyone. The focus is not on punishment and consequences, but rather on plans for improvement and growth. When firing is the best option, it needs to be done in this same spirit.  |
| Company Meetings  | Company meetings done well can leverage all team members to actively strive toward common goals and produce stunning results. Managers will learn in this module the type of meetings that will be most useful. Agendas, structures, length, participants, objectives and more will be taught.  |
| Leadership Meetings | Managers will learn the key elements of a leadership meeting. How to participate in as well as lead meetings that are focused on the the growth, strategies, and vision of the company. Managers will request feedback from the leaders of their companies regarding personal growth opportunities. \*This module is a requirement for CPB Leadership Training |
| Basics of Building a Leadership Team  | Managers will learn 12 strategies and suggestions to build their leadership team. Each of these ideas is designed to help them grow, groom, and empower a leadership team to play a bigger role in scaling the company. \*This module is a requirement for CPB Leadership Training |
| Dream Manager | In this module, managers will look at their own dreams and desires. They will begin to craft a plan for their lives that starts with their Top 3 goals. This module focuses on the manager’s goals with regards to friends, family, health, spouse/significant other, personal, home, fun/adventure, career, education, financial.  |