

Leadership Excellence for Senior Management

Course Overview

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This is a 3-day class

Senior managers have unique demands placed upon them. They need to be able to lead the leaders – offering guidance, critiquing performance, and mentoring their team – while also identifying and developing new managers. To maximize performance and foster a healthy environment, senior managers must also motivate others, nurturing and utilizing the distinctive skills of each team member. [Download the Course Outline and Information on Post-Class Content](/Portals/0/Documents/CLD%20Outlines%20and%20Post%20Class/Leadership%20Excellence%20for%20Senior%20Managers.pdf)

Who Should Attend

Mid- and upper-level managers looking to hone their senior management skills

Course Objectives

- Use wisdom and understanding to lead others
- Deliver constructive critiques to your staff
- More effectively coach and mentor your staff
- Develop new managers
- Better motivate your staff
- Navigate organizational politics

Course Outline

1 Leading Others

Comparing Vertical and Lateral Hierarchies: Leading in Different Structures of Command and Control
Leveraging Your Organization's Structure
Knowing Your Employees – Developing Empathy
Beginning with the End in Mind and Back-Casting to the Desired Future State
Setting S.M.A.R.T. Goals
Earning Your Team's Trust with Honesty, Reliability, Availability, and Openness

2 Strategies for Course Correction

Lighting a Fire: Motivating, Guiding, and Inspiring
Resolving Conflict: Forcing, Accommodating, Avoiding, Compromising, and Collaborating
Changing the Script: Trusting Your Team, Empowering Delegation, Celebrating Success, and Building & Reinforcing Your Team
Defining Team Roles and Creating a Balanced Team

3 Effective Coaching and Mentoring

Providing Clear and Timely Feedback
Creating a Supportive Environment
Building a Mentorship Plan - Mentoring for Success



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4 Training New Managers

Preparing, Developing, and Supporting New Managers
Defining and Building Competencies
Documenting Best Practices while Rewarding and Emulating
Effective Managers
Encouraging a Peer Network

5 Motivation

Understanding the 8 Level Hierarchy of Needs
Managing Across Generations
Applying the CARE Model

6 Organizational Politics

Being Politically Savvy, Ethical, and Effective
Building Political Intelligence
Understanding the Landscape

7 The Big Picture

Thinking Through the Elements of Management