



**WORK WISE**  
PRODUCTIONS

&

**KristineSexter.com®**

*proudly offers:*

## **“Managing in the Real Time Workplace: A Complete Tool Kit**

**T**he world of supervision has evolved far beyond the mid-century traditional styles of ‘boss directs employee.’ There will always be a critical need for trained, committed, and effective leaders at your company. For your organization to become truly empowered and innovative, and retain top talent, you must develop solid leaders *and* their successors.

This program is designed to enhance the performance of every manager, from the recently promoted through to the most experienced.

Training will be delivered in (7) 3-hour sessions. Maximum of 10 attendees. Includes extensive and thorough participant workbook, classroom facilitation, and one-on-one executive coaching. All Inclusive Group or Individual Participant Fee Schedule Available.

### **Session Content**

#### **SESSION ONE: A Place Called Work**

- Characteristics and traits of an effective manager (self-assessment)
- Management relationships in the organization
- Roles managers perform
- 4 questions you want answered (and so do your employees)
- What management expects from you (how you will be evaluated)
- Challenges of today's work place (what is today's workplace like?)
- Your relationship with your supervisor

#### **SESSION TWO: Knowing Yourself**

- Thinking styles
- Your supervisory style tendencies
- Emotional intelligence
- Personal energy
- Human needs
- What do you want for yourself?
- Conflict and personal balance (dealing with stress)

*“Comprehensive, thorough and intense! Loaded with real-world exchanges, role plays, and applicable tools for today’s leader! Sexter and Webb gain your trust as they build a true sense of team.*

*–Sharon White, OSECO*

### **SESSION THREE: Human Nature and Motivation**

- Our view of the world--filters
- Beliefs and value systems and behavior
- Personality
- Motivation
- Empowerment
- Value: cost and payoff (WIIFM)
- Behavior change strategies
- Change vs. the status quo (3 laws of change dynamics)

### **SESSION FOUR: Work Outputs**

- Components of work
- Understanding work process
- Work process as a basis for work place coaching
- Systems overview: working within the organization
- Establishing priorities
- Time value and procrastination

### **SESSION FIVE: Work Processes and Managing the Work**

- Management functions
- Management principles
- Quality assurance and quality controls
- Components of service quality

### **SESSION SIX: Feedback and Coaching**

- The nature and purpose of feedback and learning
- Listening (seek first to understand, levels of communicating)
- Giving and receiving feedback: coaching by giving performance feedback
- Giving and receiving feedback: techniques for providing support
- How to express yourself clearly ("I" statements)
- When discipline is necessary

### **SESSION SEVEN: Handling Conflict**

- Conflict resolution strategies
- Difficult employees, why they act as they do and how to work with them (when you need professional help)
- Dealing with an angry person
- Diversity-differences and how we react to them and treat others
- The Law

## **For More Information:**

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*Developing Customized Strategies for Organizations to  
**Find, Train & Keep their Top Talent!***