

The Building Blocks of Management

Training Program



PREFERRED TRAINING
NETWORKS



Preferred Training Networks is Australia's first referred training network. All trainers within our network have been referred by Senior HR and L&D Managers.

The training process in eight easy steps

1. Decide which blocks of management best fit the needs of your managers

The content of The Building Blocks of Management training program is the decision of the client. Simply put together the building blocks that you consider most valuable. Each block can be conducted in an hour or a day depending on your specific needs. You decide how many blocks of management you would like to fit into each day.

2. Pre-program exercises

Participants are provided with relevant articles and case studies two weeks prior to the program commencing. Discussions during the training program will relate to these topics.

3. Delivery of training program

Delivery of The Building Blocks of Management training program.

4. Executive summary management briefing

Following the training program the trainer will be available to provide a summary of key learning outcomes to participants' managers.

5. Addendum learning journal

A learning journal will accompany every workbook. Participants will be encouraged to make note of creative solutions to address relevant work issues.

6. One-to-one coaching

Approximately three to four weeks after the program, a business coach will contact each participant to monitor their progress and provide some specific ideas to address any issues.

7. Measuring the results – Retention, Application, Impact, Training/learning index (RAIT)

RAIT is a valid and reliable learning assessment tool which produces a return on your investment, on any training program delivered. Developed by Dr Stanley Rodski, a neuropsychologist, this measurement system enables identification of training which exceeds, meets or falls short of learning expectations.

8. Smart additional learning

Individuals learn in different ways. An additional learning tool will be sent to each participant after the training program. All tools are complimentary and will be pre-approved by your learning team. Tools are selected that are likely to create a behavioural change in each participant, for example, articles of interest and reference materials such as Dale Carnegie's 'How to Win Friends and Influence People'.

Key Learning Outcomes of The Building Blocks of Management

□ Change Management

- Understanding the impact of change on the organisation.
- Overcoming the barriers to change.

□ Coaching/Mentoring

- Understanding the role and importance of coaching and mentoring.
- Providing effective positive and negative feedback to employees, where appropriate.

□ Communication Skills

- Understanding how to communicate with different personalities.
- Understanding the benefits of 'active listening' and 'questioning' skills.

□ Cultural Diversity

- Communicating confidently and effectively with the Australian market.
- Adapting an approach and/or communication style depending on the specific requirements of a particular culture.

□ Dealing with Difficult People

- Identifying what makes a person 'difficult' and developing strategies to deal with the difficulties.
- Developing strategies to cope with conflict and anger.

□ Delegation

- Identifying and overcoming the barriers to delegation.
- Managing the delegation process when mistakes happen.

□ Employee Engagement

- Defining employee engagement, exploring the key behaviours indicative of strong engagement and highlighting the factors that contribute to engagement.
- Provide participants with the foundation skills necessary to engage team members.

□ Goal Setting

- Understanding the importance of goal setting.
- Identifying personal and professional goals.

□ Leadership and Management Skills

- Understanding the different leadership styles and their impact on others.
- Delivering outcomes to the organisation and stakeholders which meet with personal and departmental KPI's.

□ Managing Email

- Identifying good and bad email habits.
- Coping with numerous emails.

□ Managing Meetings

- Understanding the importance of effective meetings.
- Communicating effectively during a meeting.

□ Meeting Client Expectations

- Understanding and achieving expectations set by the organisation.
- Developing service recovery strategies.

□ Motivation and Reward

- Recognition and reward for meeting goals and deadlines.
- Linking recognition, reward and organisational loyalty.

□ Negotiation Skills

- Planning and preparing for negotiations.
- Applying the most appropriate style of negotiating based on the situation at hand.

□ Presentation Skills

- Preparing slides, handouts and notes that catch the attention of the listeners.
- Holding an audience by getting them interested in your message.

□ Problem Solving and Decision Making

- Identifying the true nature of problems.
- Preventing problems from reoccurring.

□ Speed Reading

- Increasing current reading speed by 3-4 times.
- Increasing comprehension levels and recall capacity.

□ Stress Management

- Identifying the causes and symptoms of stress.
- Staying calm and controlled in a busy work environment.

□ Team Building

- Organising personal goals with the team to achieve the desired outcomes.
- Communicating effectively with all the team members.

□ Time Management

- Planning and prioritising activities to complete critical tasks and achieve organisational objectives.
- Managing multiple tasks, managers and deadlines.

□ Work Life Balance

- Valuing employees interests outside work.
- Promoting 'real' balance at work which supports employee values.

□ Writing Skills

- Recognising the number one cause of confused and disjointed writing.
- Stripping away all unnecessary bloatage from your writing.

The results

“If you cannot measure it – if you cannot express it in quantitative terms – then your knowledge is of a meagre and insignificant kind.” Lord Kelvin 1842.

Measurement

Measuring training has never been easy and measuring learning even more difficult. How do you know if the training you are providing is increasing learning and adding value to your organisation?

The Building Blocks of Management training program is measured by Dr Stan Rodski, Chief Psychologist at the Melbourne Institute of Neuropsychological Diagnostics (MIND). Objective evidence regarding learning, training impact and business outcomes is gathered by Dr Rodski using proven psychometric techniques and measures, developed by MIND over the last 10 years.

These include:

- Pre and post measurement of the training program and learning outcomes.
- Fully benchmarked data for comparative and improvement processes. Comparative data includes high profile leadership programs from around the world including USA and UK.
- When/if required, behavioural interviews by MIND measurement psychologists to verify, clarify and expand on the data collected, from assessments with participants.

A clear and detailed report will be provided. This easily understandable report establishes the impact of the training, learning and retention which has taken place. Trend analysis, time comparisons and benchmarking are all provided within 24 hours of evaluation.



Sample of a typical Building Blocks of Management training program

After analysing the current skills of your team you might decide that the following training package fits with their training needs.

DAY 1 (sample)

- Time Management 8.30am – 12.00pm
- Team Building 1.00pm – 3.00pm
- Communication Skills 3.00pm – 5.00pm



DAY 2 (sample)

- Delegation 8.30am – 9.30am
- Dealing with Difficult People 9.30am – 11.00am
- Managing Emails 11.00am – 12.00pm
- Employee Engagement 1.00pm – 4.00pm
- Goal Setting 4.00pm – 5.00pm



Pre-program exercises



Executive summary management meeting



One-on-one coaching for each manager three weeks after the program

Your training program will then be assembled and delivered to your team exactly to your instructions.

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