

Holistic Management Development through Employee Engagement and Collaboration

October 18–19, 2012
Washington, DC

FOUNDATIONS FOR Management Excellence FOR NEW MANAGERS

Earn up to 12 CPE CREDITS!

Step into Your New Managerial Role with Confidence and Knowledge

Motivate through an assertive and strategic management style

Identify Fundamental Managerial Strengths and Development Needs

Develop effective methods of balancing the "people" and "task" roles of a manager

Enhance Productivity by Effectively Leveraging Communications Preferences

Utilize strategies the build employee engagement, commitment and trust

Presented by:

The Performance Institute

In association with:

ASMI American Strategic Management Institute

THOMPSON MEDIA GROUP LLC

Take One Step Closer in Becoming a Certified Government Performance Manager

www.PerformanceWeb.org/FoundationsME



FOUNDATIONS FOR Management Excellence FOR NEW MANAGERS

Who SHOULD ATTEND?

Managers, leaders, or team directors who have recently come into their positions or have been assigned new work teams are invited to attend this course. Managers with intermediate experience and who want to re-invigorate their managerial style with new ideas and develop employee engagement are also welcome to attend. This course will be most beneficial to position titles that include:

- Directors
- Managers
- Administrators
- Department Heads
- Supervisors
- Project Managers
- Program Directors and Managers
- Commissioned and Non-Commissioned Officers
- Team Leaders
- Agency Division Managers and Directors

Dear Management Professional,

Who's the best manager you have ever worked for? What qualities in them inspired you to do your best work? Recent studies indicate that approximately 70% of employees admit they are not giving their best efforts at work. Yet, people typically want more from their jobs and are willing to give the extra effort if they feel that the work is meaningful, challenging and are given the ability to create and contribute to their organization.

This two-day workshop teaches practical management techniques and applications and also reinforces enduring leadership and management principles that will especially resonate to new managers. This course aims to shape work teams into an "Island of Excellence" – a work environment where trust, engagement and accountability is the norm-- within their organization to help lead and manage change and positive growth. With this course, participants are encouraged and guided to develop an action plan to create an "Island of Excellence" for their organization.

This course is best for first line and middle managers who desire to build stronger trust, increase employee engagement, and drive performance within their organization. We look forward to seeing you there!

Sincerely,

The Performance Institute

Maximize Employee Engagement to Achieve Organizational Excellence

Day 1

8:30
Breakfast and Registration

9:00
Introductions and Goal Setting
- Assess personal management styles
- Identify current management roadblocks and challenges
- Understand effective leadership qualities

Building Your "Island of Excellence" using Organizational Excellence Levers
- Learn the six components of Organizational Excellence that foster alignment and productivity
- Understand how to create an environment where trust and accountability is the norm
- Define the workplace factors that contribute to your management challenges

Assessing Management Skills
- Develop your leadership potential with the proper assessment tools
- Understand how to leverage your management strengths
- Leverage the 5 Components of Emotional Intelligence

12:00
Lunch

1:00
Model "Best Practice" Management Characteristics and Behaviors
- Recognize "best/worst" management practices
- Define the 5 Key" FACETS" of Leadership/ Management Excellence
- Focus on how to be a successful manager by asking the right questions



Articulate a Vision that Aligns
- Understand your current work environment
- Envision your future work environment
- Create a vision that gains greater buy-in

Balance Organizational and Employee Needs/Wants
- Evaluate potential competing organizational/ employee needs and wants
- Define strategies to balance differing expectations
- Leverage and connect employee needs/wants to organizational goals
- Create actionable plans utilizing the necessary elements to build your "Island of Excellence"

4:00
End of Day 1

FOUNDATIONS FOR MANAGEMENT EXCELLENCE

Day 2

8:30
Breakfast and Registration

9:00
Create a Productive Work Climate

- Delineate components of a mutual rewarding environment
- Improve performance by leveraging workplace factors
- Create a productive workplace climate for your talented employees

Build a Culture of Engagement and Commitment

- Assess where your employees are on the continuum of commitment
- Learn how to earn their "discretionary effort"
- Identify key elements in building and sustaining trust

12:00
Lunch

1:00
Develop Recognition and Reward Strategies

- Utilize recognition and rewards to maximize long-term loyalty and commitment
- Personalize recognition and rewards to an individual's "unique motivators"
- Leverage recognition and rewards to improve performance

Enhance Communications Effectiveness

- Understand your personal communication preferences
- Leverage your communication preference style to increase collaboration and buy-in
- Learn how to adapt to others for maximize workplace performance
- Create multi-dimensional managing strategies using effective communications

4:00
Workshop Adjourns



▶ BECOME A CERTIFIED GOVERNMENT PERFORMANCE MANAGER THROUGH THE PERFORMANCE INSTITUTE

To address your professional needs and ensure your organization's success, the Performance Institute offers a Certificate in Government Performance Management. Certificate completion requires only 3 required and 3 elective courses that you can select based on topics that meet your agency's unique needs. Upon successful completion, you will emerge from the Institute's certification program with a thorough understanding of all course concepts and poised to apply what you learned in a real and practical way. As a Government Performance Manager Certificate candidate you can:

- Customize any Program to Fit Your Needs
- Advance Your Career with New Skills and Competencies
- Meet New Certification Requirements as Required by OMB and Congress

For more information about the benefits of enrolling in certification, please contact Matt Jackson at 202.524.8048 or email him at Matt.Jackson@PerformanceInstitute.org.



Top 5 REASONS TO ATTEND

1 **Develop** an in-depth understanding of your leadership and management values, preferences and styles

2 **Utilize** better customer and channel segmentation strategies

3 **Articulate** a vision that aligns the work of the individual to the mission and vision of the organization

4 **Leverage** your work team's needs and wants while aligning them to organizational goals

5 **Employ** recognition and reward strategies that foster a culture of engagement and commitment

ABOUT THE PERFORMANCE INSTITUTE AND AMERICAN STRATEGIC MANAGEMENT INSTITUTE

The Performance Institute and American Strategic Management Institute are nonpartisan, private think tanks seeking to improve public and private sector performance through the principles of transparency, accountability, performance and engagement.

We serve as the nation's leading authority and repository on performance-based management practices for government. Our mission is to identify study and disseminate the leading management innovations pioneered by "best-in-class" organizations.

Through our national conferences on pressing issues, interactive training programs for government and private sector managers, best practice research and strategic consulting services, the Institute provides cutting edge expertise in the design, implementation and evaluation of strategies to solve operational and managerial challenges and enhance organizational performance.



FOUNDATIONS FOR MANAGEMENT EXCELLENCE

In-House Training and Customization

One of the more popular vehicles for accessing the institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in-house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. On-site delivery of single courses, certification programs and entire packages of specialized courses are available in the following areas:

- Strategic Planning
- Performance Management
- Project Management
- Lean Six Sigma
- Workforce Management
- Leadership and Change

For more information about in-house training options available to you, please contact Chris Kamal at 202-739-9506 or email him at Chris.Kamal@PerformanceInstitute.org.

Logistics

Tuition and Group Discounts

The tuition rate for **Foundations for Management Excellence for New Managers** is as follows:

Government and Non-Profit

Event Date: October 18	
	RATE ENDS
$499	August 24
$599	September 21
$699	Closing

General Registration

Event Date: October 18	
	RATE ENDS
$699	August 24
$799	September 21
$899	Closing

For more information on the early bird rate or group discounts for **Foundations for Management Excellence for New Managers** please contact Matt Jackson at 202.524.8048 or email him at Matt.Jackson@PerformanceInstitute.org.

Venue

Foundations for Management Excellence for New Managers will be held at The Performance Learning Center in Washington, DC. The Learning Center is just a few blocks from both the Gallery Place-Chinatown and Metro Center metro stations. A public parking garage is located inside of the building at the current rate of $18 a day and is accessible from K Street.

The Performance Learning Center
901 New York Avenue, NW
3rd Floor West Tower
Washington, DC 20001
202.524.8041

Please note: The building elevators do not allow delegates up into the Learning Center until 8:30am

Hotel

A limited number of rooms at pre-selected area hotels are available at a discounted rate for this course. Please contact customer service at 877.992.9522 for more information. **To reserve online:** Click on the Venue and Hotel tab at www.PerformanceInstitute.org/FoundationsME

Credit Hour Information

CPE CREDITS: 12

Delivery Method: Group-live
Program Level: Basic
Prerequisites: None
Advanced Preparation: Given through email if applicable
Sponsor Organization Name and ID Number: Thompson Media Group 109435

Thompson Media Group is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

Quality Assurance

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

The Performance Institute: Quality Assurance
805 15th Street, NW, 3rd Floor
Washington, D.C. 20005

We will evaluate individual complaints in a context of collective comments from the event.

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The institute is not responsible for speaker changes but will work to ensure a comparable speaker is located to participate in the program. If for any reason The Performance Institute decides to cancel this conference, The Performance Institute accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

FOUNDATIONS FOR MANAGEMENT EXCELLENCE

Registration

CALL
877.992.9522

FAX this form
to 866.234.0680

VISIT
www.PerformanceWeb.org/
FoundationsME

Registration Form

☐ Yes! Register me for **Foundations for Management Excellence for New Managers** on: ☐ **June 25** ☐ **October 18**

☐ Please call me. I am interested in a special group discount for my team

Delegate Information

Name _____ Title _____

Organization _____ Dept. _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Email _____

Payment Information

☐ Check ☐ Purchase Order/Training Form ☐ Credit Card

Credit Card Number _____ Expiration Date _____ Verification No. _____

Name on Card _____

Billing Address _____

Please make checks payable to: The Performance Institute

CANCELLATION POLICY: The Performance Institute will provide a full refund less a $399 administration fee for cancellations requested four weeks prior to the event start date unless cancellation occurs within two weeks prior to the event start date. If a cancellation is requested less than two weeks prior to the event start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee. All cancellations must be requested through the cancellation link found in your attendance confirmation email. Please note that cancellation is not final until you receive a cancellation confirmation email.

☐ I have read and accepted the Cancellation Policy above.

ACKNOWLEDGED AND AGREED

By: _____ Date: _____

Priority Code: P963-WEB