

## Manager and Employee Training Programs and Webinars

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### About CMC



CMC Principal **Christopher Magan** has over 25 years of experience in learning and organization development and has trained thousands of managers and employees around the world.

He is **passionate** about helping organizations boost their managers' and employees' job performance, career growth, and confidence through high-impact certificate programs and business skill webinars. All CMC solutions are research-based, behavior-focused, and backed by a 100% satisfaction guarantee.

### Virtual Training Certificate Programs

CMC offers a variety of multi-session certificate training programs for your managers and employees. These proven virtual series can be fully customized for your organization with any of the one-hour webinars we offer. (See pages 2 – 8 for more information.)

#### People Manager Essentials Certificate Program (for employees with direct reports)

Number of webinars: 10 (all 60 mins.) ♦ Recommended frequency: 1/week ♦ Diploma: Yes

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|---|--|
| ▶ Understanding the Awesome Power of Employee Engagement  | ▶ Improving Your Coaching Skills                 |
| ▶ Setting Clear and Fair Performance Expectations         | ▶ Boosting Your Staff's Professional Development |
| ▶ Giving Effective Feedback                               | ▶ Understanding What Motivates Your People       |
| ▶ Giving Meaningful Praise and Recognition                | ▶ Resolving Conflict                             |
| ▶ Enhancing Your People Leader Communication Skills Pt. I | ▶ Delegating More, Micromanaging Less            |

#### High Performer Essentials Certificate Program (for high-performing/high-potential employees)

Number of webinars: 6 (all 60 mins.) ♦ Recommended frequency: 1/week ♦ Diploma: Yes

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| ▶ Fostering a Growth Mindset                   | ▶ Boosting Your Professional Development |
| ▶ Strengthening Your Professional Perseverance | ▶ Improving Your Influence Skills        |
| ▶ Building Your Analytical and Thinking Skills | ▶ Listening More Effectively             |

#### Lunch & Learn Productivity Series (for all employees)

Number of webinars: 5 (all 60 mins.) ♦ Recommended frequency: 1/week ♦ Diploma: Yes

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|------------------------------------|--|
| ▶ Improving Your Productivity      | ▶ Enriching Your Creativity at Work              |
| ▶ Boosting Your Motivation at Work | ▶ Increasing Your Business Writing Effectiveness |
| ▶ Improving Team Communication     |  |

# One-Hour Webinars for Managers

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## Becoming a First-Time People Manager



- ▶ Gain confidence as you transition into your vital new role.
- ▶ Understand how your priorities, time management, and relationships will be significantly different than before.
- ▶ Learn tactics that will help you avoid the most common mistakes that new managers make.
- ▶ Grasp the new key principle of being an effective manager: when your people win, you win.

## Understanding the Awesome Power of Employee Engagement



- ▶ Define what employee engagement is (and isn't).
- ▶ Explore the significant impact that higher engagement has on companies and employees.
- ▶ Identify the #1 workplace factor that influences engagement more than any other.
- ▶ Discover over 10 specific manager behaviors that can help you become a more engaging people leader.

## Setting Clear and Fair Performance Expectations



- ▶ Understand the proven benefits of goal-setting.
- ▶ Learn how to use the effective goal equation to set clear performance expectations.
- ▶ Know the difference between quantitative and qualitative measures.
- ▶ Discuss 10 goal-setting best practices that can have a big impact on employee performance.

## Giving Effective Feedback



- ▶ Understand why giving feedback is so vital to your role as a people leader.
- ▶ Identify the components of effective feedback.
- ▶ Learn a proven model for giving constructive and positive feedback with clarity and confidence.
- ▶ Discuss how to handle feedback derailleurs that can unwittingly get you off track.

## Giving Meaningful Praise and Recognition



- ▶ Understand that human beings are hardwired for praise. Examine praise & recognition's track record in the U.S. (hint: it's worse than you might think).
- ▶ Increase your awareness of the major impact that effective recognition has on your employees.
- ▶ Learn how to implement the seven traits of effective praise.

## Enhancing Your People Leader Communication Skills, Parts I & II



- ▶ Discover that a people leader's biggest challenge is usually related to effective communication.
- ▶ Over two sessions, explore 10 key tactics that improve communication skills, including: using playback, being mindful of tone, and avoiding "shift" responses.
- ▶ Learn effective ways to increase psychological safety and connection with your direct reports.

## Improving Your Coaching Skills



- ▶ Discuss what coaching means and how it is very different from feedback.
- ▶ Explore neuroscience research on the power of insight.
- ▶ Identify coaching's three major components and their supporting key principles.
- ▶ Learn and practice a powerful model you can use to become a better coach.

## Boosting Your Staff's Professional Development (and Your Own)



- ▶ Understand how to break the cycle of lackluster professional development.
- ▶ Learn which types of development tactics are significantly more effective than others.
- ▶ Explore 10 effective best practices that can foster your employees' growth and confidence.
- ▶ Discuss ways to weave development into your daily life.

## Facilitating High-Impact Career Discussions



- ▶ Gain a better appreciation for how important career discussions are to your direct reports.
- ▶ Review a highly-recommended approach to conducting these vital conversations.
- ▶ Learn how to handle tricky career discussion scenarios.
- ▶ Discover how to avoid the top four mistakes managers make when talking with employees about their careers.

## Resolving Conflict



- ▶ Embrace that conflict is normal and is not always bad.
- ▶ Learn ways to increase your team's psychological safety to build trust and lower fear and resentment.
- ▶ Identify which conflict style you typically assume and understand its pluses and minuses.
- ▶ Learn an effective step-by-step process to follow when conflict arises to minimize its impact.

## Handling Difficult Conversations with Confidence



- ▶ Appreciate that while difficult conversations are never easy, they can become easier over time.
- ▶ Identify the two biggest hurdles to having these tough—yet important—discussions with your employees.
- ▶ Gain a better appreciation for the power of empathy.
- ▶ Learn a straightforward model that can significantly improve the likelihood of better outcomes.

## Managing High-Potential Employees Effectively



- ▶ Explore the concept of employee potential and how it differs from performance.
- ▶ Discuss how High-Potential employees (HIPOs) often show up differently than others.
- ▶ Learn five vital ways you can better support HIPOs.
- ▶ Identify several manager watchouts that can undermine your HIPO efforts.

## Understanding What Motivates Your People



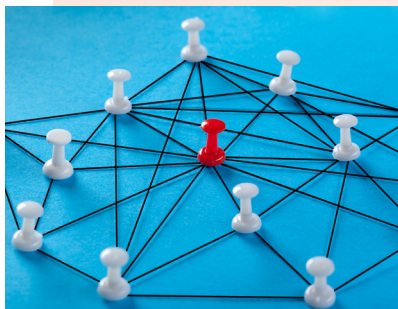
- ▶ Define motivation and discover its two key components.
- ▶ Examine money's complicated role in motivating employees.
- ▶ Learn the three major motivators that are inherent in human nature.
- ▶ Explore unique motivators and how to leverage them with your employees.

## Leading Change More Effectively



- ▶ Gain a basic understanding of the neuroscience of change and why real change is painful.
- ▶ Explore the power of habit and why it can be so formidable in undermining change efforts.
- ▶ Learn tools that can help you lead change more effectively, including the Change Curve, the Realms of Change, and avoiding organization level misalignment.

## Delegating More, Micromanaging Less



- ▶ Understand why delegation is so important in your role as a people leader.
- ▶ Explore a model for effective delegation conversations and learn how to prevent reverse delegation.
- ▶ Recognize why micromanaging is usually toxic.
- ▶ Discover a multitude of ways to help lessen micromanagement tendencies.

## Boosting Your Leadership Credibility

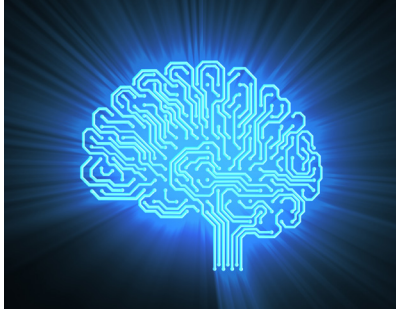


- ▶ Define credibility and discuss its critical importance.
- ▶ Explore the concept of illusory superiority that can negatively impact our self-awareness.
- ▶ Identify the four cornerstones of credibility.
- ▶ Learn five enablers—including leveraging your personal brand—that can help build your integrity and authenticity in the eyes of others.

# One-Hour Webinars for All Employees

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## Fostering a Growth Mindset



- ▶ Grasp the important notion that mindset is a choice.
- ▶ Explore the critical differences between a “growth” versus “fixed” mindset.
- ▶ Learn six strategies (e.g., looking at mistakes and feedback differently, avoiding social comparisons, leveraging the power of “yet”) that you can use to foster a growth mindset and “grow your growth.”

## Strengthening Your Professional Perseverance



- ▶ Define the concepts of “perseverance” and “grit” – and grasp why they are so critical in our lives.
- ▶ Learn nine essential ways to strengthen perseverance (e.g., enhancing your sense of purpose, silencing harmful self-talk, reinforcing the gate) that can have a positive impact on your mental health, engagement, and productivity.

## Boosting Your Motivation at Work



- ▶ Define motivation and discover its two key components.
- ▶ Discuss the three major motivators within all human beings and learn how to better leverage them at work.
- ▶ Explore your unique motivators and understand their implications to your productivity and engagement.
- ▶ Learn creative and surprising best practices that can help build inspiration and enthusiasm at work.

## Improving Team Communication



- ▶ Discover that the biggest problem most teams face typically involves communication.
- ▶ Learn helpful methods to enhance communication with teammates, including: applying the Iceberg Model, using playback, and being mindful of tone.
- ▶ Explore effective ways to increase psychological safety and connection with your peers.

## Boosting Your Professional Development



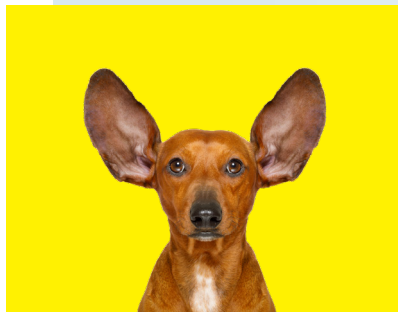
- ▶ Grasp just how powerful development is to employees.
- ▶ Explore why getting promoted should not be the top development focus (“up is not the only way.”)
- ▶ Understand which types of development methods are significantly more impactful than others.
- ▶ Learn 10 effective development actions that can foster your growth and confidence.

## Building Your Analytical and Thinking Skills



- ▶ Discover ways to purposely slow down auto-pilot thinking and proceed with greater intention and awareness.
- ▶ Use methodologies and tools (e.g., Ladder of Inference, Six Thinking Hats, Asking the Right Questions) to build your analytical capability.
- ▶ Learn how to avoid thinking traps including cognitive dissonance, data manipulation, and diminishing returns.

## Listening More Effectively



- ▶ Define “effective listening” and understand its critical importance.
- ▶ Examine why we are losing our ability to listen well.
- ▶ Learn eight proven ways (e.g., improving focus, connecting through validation, avoiding “shift” responses) that can help you cut through the noise and listen with intention.

## Improving Your Influence Skills



- ▶ Define what influence means (and what it doesn't).
- ▶ Discuss the dangers of over-using your influence.
- ▶ Know how to avoid the #1 influence mistake people make.
- ▶ Learn five science-based tactics (e.g., reinforcing similarities, leveraging the social proof principle, avoiding the paradox of choice) to help boost your persuasiveness.

## Enriching Your Creativity at Work



- ▶ Discover why creativity has emerged as a critical skill in today's business world.
- ▶ Understand the key traits and problem-solving skills shared by the vast majority of highly-creative people.
- ▶ Learn research-based best practices and work hacks that can spark on-the-job creativity and lead to better work outcomes.

## Improving Your Productivity



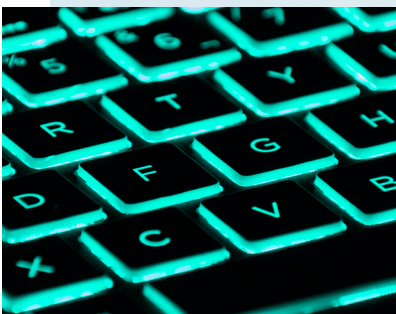
- ▶ Understand how enhanced planning is the catalyst for greater productivity.
- ▶ Discover a multitude of productivity-boosting tactics, including: the Pareto Principle, time-blocking, task-bundling, better prioritization, and more.
- ▶ Learn proven ways to minimize interruptions and overcome procrastination to increase your impact.

## Enhancing Your Perspective and Self-Awareness



- ▶ Understand how misperceptions in our brains can negatively impact our behaviors.
- ▶ Discuss the critical concept of emotional intelligence.
- ▶ Learn seven self-awareness "lenses" (e.g., lens of proximity, Ladder of Inference, lens of interdependence, At Cause/At Effect) that we can apply for a more positive mindset.

## Increasing Your Business Writing Effectiveness



- ▶ Explore key best practices that will improve your written business communications.
- ▶ Learn the "5 commandments" of good business writing.
- ▶ Discuss several effective design principles that will make your readers happier.
- ▶ Understand how to avoid credibility-busters (e.g., long-windedness, frequent use of "bcc" and "Reply to All").