

Manager and Employee Webinars

All of our high-impact, 60-minute webinars are research-based, behavior-focused, and backed by a 100% satisfaction guarantee.

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Webinars for managers

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).
- ▶ Discuss the considerable 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 reliable model for giving constructive and positive feedback with clarity and confidence.
- ▶ Discuss how to handle feedback derailleurs that can unwittingly get you off course.

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 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 communication.
- ▶ Over two sessions, explore 10 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 helpful 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 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 essential 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.

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.

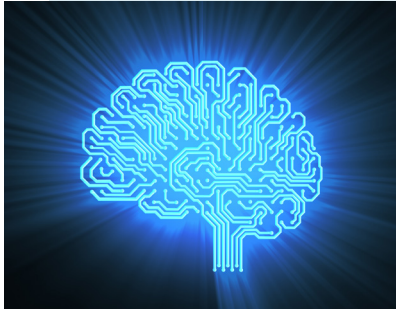
Boosting Your Leadership Credibility



- ▶ 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.

Webinars for all employees

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



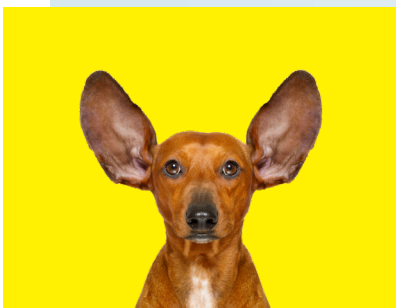
- ▶ Define the concepts of “perseverance” and “grit” – and grasp why they are so critical in our lives.
- ▶ Learn nine essential ways to strengthen perseverance (e.g., enhancing your sense of purpose, silencing harmful self-talk, reinforcing the gate) that can have a positive impact on your mental health,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

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.

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.

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.

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.

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.
- ▶ Gain a better appreciation for the power of empathy.
- ▶ Learn a straightforward model that can significantly improve the likelihood of better outcomes.

Improving Your Productivity



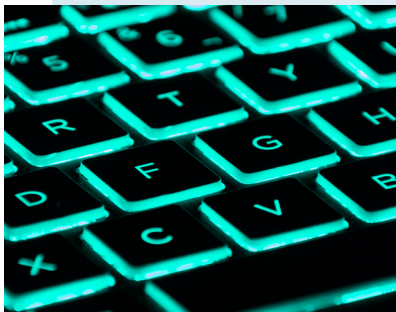
- ▶ Understand how enhanced planning is the catalyst for greater productivity.
- ▶ Discover a multitude of productivity-boosting tactics, including: the Pareto Principle, time-blocking, task-bundling, better prioritization, and more.
- ▶ Learn proven ways to minimize interruptions and overcome procrastination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

Boosting 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”).

About our solutions

- ▶ Each one-hour CMC webinar is research-based, behavior-focused, and has a 100% satisfaction guarantee.
- ▶ All sessions include participant materials, resources for further learning, and Q&A.
- ▶ Our webinars are conducted in real time through your company’s virtual learning platform or CMC’s Zoom virtual classroom (up to 99 participants).
- ▶ We can help you design custom certificate programs, comprised of any number of our webinar titles. (See maganconsulting.com for examples.)
- ▶ Most CMC webinars listed here can be facilitated in person at your location.
- ▶ We specialize in developing custom courses that can be facilitated by us or you.

About CMC



CMC Principal Christopher Magan is a passionate training leader who has helped thousands of managers and employees improve their performance, knowledge, and confidence. He has over 25 years of experience in learning and development, having worked for some of the most respected Fortune 500 companies in the U.S., including Levi Strauss & Co., The Clorox Company, and Williams-Sonoma, Inc. He is now a Southern California-based consultant who helps both large and small organizations with employee development and people manager quality. Visit maganconsulting.com for more information.