

EXCELLENCE IN MANAGEMENT



A workshop series featuring
Michael Nash
of Nash Consulting, Inc.

Hosted by the Apple Valley Human Resource Association



This is a 4-part workshop series.

Held at the Confluence Technology Center
285 Technology Center Way, Wenatchee

Cost: \$450 (\$400 if registered by July 15)

Session 1: **September 18, 2015**

Session 2: **October 9, 2015**

Session 3: **October 23, 2015**

Session 4: **November 6, 2015**

Sessions are 8:30 a.m. - 4:30 p.m. Lunch provided.
No partial attendees.

Who should attend?

Owners and management teams.

Why should you invest in the training?

Developing management skills both as individuals and as a management team is the key to achieving a vibrant, effective, creative, efficient, and positive workplace. To have any lasting impact, leadership/management training must be practical, skill-based, and committed to by your entire management team.

"The Mike Nash seminars have had a huge positive impact on the way our Firm communicates, especially in our decision making processes. Our People are our greatest asset. Adopting Nash's tools has allowed us to improve our meetings, provide better feedback, and improve our service. The series helped us focus on what makes our Firm great! We continue to refresh the Nash principals on an on-going basis."

-Kristine Loomis, Cordell, Neher & Company, PLLC

"Mike provides practical tools that are validated by research and are presented in an interactive format. He is engaging and connects well with all types of audiences."

-Steve Wright, Chelan County PUD

More info at avhra.shrm.org/events

Registration & Prepayment Required | 28 HRCI/SHRM-CP Credits Pending

Discount available for groups of 5 or more; email Christy for more info: ctomlinson@cashmerevalleybank.com

WORKSHOP TOPICS

Workshops are high in practical content, collaborative and participatory. Throughout sessions, we will work together to create **action plans** - mutually agreed upon and documented commitments to provide consistency, mutual accountability, and positive culture change throughout the organization.

Excellence in Management I

The Positive and Professional Workplace: The Leadership Mindset

Explore the building blocks of effective leadership, including issues related to organizational health, morale, self-awareness and personal growth, resistance versus buy-in, and more.

- The importance of employee morale and why it isn't "touchy-feely" (and how to get it)
- Adaptive skills for managers and the top 15 management skills previewed
- The key to employee engagement and why it matters
- Giving feedback effectively and receiving feedback non-defensively

Excellence in Management II

The Leadership Tool Belt: Managing Others with Trust and Respect

Explore the four spectrums of human behavior and uncover how administrators, supervisors and managers can use Behavior Styles theory to increase trust, respect and morale in the workplace and to improve their own effectiveness as managers.

- **Behavior Styles**
 - Understanding your impact on others as a manager, co-worker, and employee
 - Personal flexibility in the workplace (how to "adjust" to better meet the needs of others)
 - Recognizing signs of stress and burnout by using people's Behavior Style cues
- **The Leadership Tool Belt**
 - "If you can't say something nice..." Combating negativity in the workplace
 - Chain of communication: Who should talk to whom about what

Excellence in Management III

Performance Management: Getting More of the Good and Less of the Bad

Learn ways to maximize the effectiveness of feedback, coaching and action plans.

- Why we bother: The manager's role as mentor and coach; Giving and receiving feedback
- Coaching, mentoring and goal setting
- Performance improvement: Progressive responses versus "camping"
- The power of reward, recognition, thanks and praise
- Managing difficult responses: Effectively dealing with resistance, anger and denial

Excellence in Management IV

Communication and Advanced Management Skills

Focus on how to run excellent meetings, then move into some more advanced skills, such as how to create sustainability and avoid the "flavor of the year" syndrome.

- Proactive communication versus reactive conflict resolution
- How to (and how not to) use e-mail
- "By-whens," responsiveness and accountability
- Resistance, sustainability and permanent culture change
- Asking for (and actually getting) helpful feedback from employees

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