

Practical Leader Series

Duration

5, 5-hour workshops

Instructor

Steve Trautman

Class Limit

24 students

Prerequisite

Please review
“Important
Requirements” on page
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Price

On-site:

Please contact SPC
for pricing (contact
information on page 2)

Public Training:

Please contact SPC
for Pricing information
(contact information on
page 2)

*Discount available for
early registration

Materials Provided

- Student manual containing the course slides
- Student handouts with class exercises and class studies

On any given day, there are many things a good manager *should* be doing. The Practical Leader Series helps define what a good manager *must* do, then uses plain language to provide a clear path to getting there.

This series is designed to help managers at any level of an organization assess their current management tactics and build stronger, more effective approaches to everyday management issues. Step-by-step tools and checklists help managers develop a baseline of planning, communication, and execution strategies that encourage confident actions on the job.

More than just a class, multiple interactions ensure clear results:

- The series instructors meet with each participating company prior to the first workshop, to assess the company’s current business and management issues. They use this information to customize the program and target the content of each session.
- There are five, 5-hour workshops over a five month period (one every 3-4 weeks). Each of the workshops introduces new tools (see below) and provides a chance to discuss successes/challenges from the prior workshop. The workshops are highly interactive and the dialog between the participants includes many real world issues.
- Between workshops, participants are expected to use the tools from the series and make notes on their experiences. The “homework” assignments are always relevant and challenging, but can still be done on the tight schedule of busy managers.
- Participants are expected to meet with a “subgroup” of participants from their company, at least once between workshops. During this meeting the managers are given a few key questions to informally discuss the implementation of the tools.
- A representative from each company can opt to receive a phone call from the instructors after each workshop to get focused advice on the best way to support the attending managers.

TRAINING

Practical Leader Series

Important Requirements

In order to ensure the best experience, all participants must register with a minimum of 2 other managers from their organization. In addition, each company group must include a senior manager or executive. This critical mass of leaders is necessary to ensure a relevant discussion. The series helps each company group make decisions about how to interpret the tools and put them to work



Instructor

Steve Trautman is the founder and creator of the Peer Mentoring workshop. He's worked for over 10 years in the high tech industry (both software and internet businesses) as a program manager, training manager, business manager, and general manager. He originally developed Peer Mentoring to help developers and testers at Microsoft deliver on-the-job training to their peers. Over the years, he's adapted it to many types of organizations, to help individuals and teams learn from, and communicate better with each other. He is the president of Seattle, Washington-based Solution Strategies, a consulting and training firm.

For more information on this or other SPC Springboard courses, please visit www.spcspringboard.com or e-mail SPC at info@spc.ca

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Outline

- *Definition of Practical Leader's Actions*—Clarify what an excellent manager actually does.
- *Weekly Planning Checklist*—Spend more time in planned activities that clearly support the team.
- *Feedback Tools:*
 - *Feedback on the Fly*—Give input in everyday situations, and in regular one-on-one meetings.
 - *Comprehensive Feedback Tool*—Deliver greater depth both in giving and receiving feedback.
- *One on One Meeting Plan*—Move beyond “So, how’s it going?”
- *Crisis Management Checklist*
 - Reduce the impact of “fire drills.”
- *Employee Think List*—Take a moment to deliberately think about each employee in some depth.
- *Team Business Planning Tool*—Run the team like a small business and continue to earn the right to do the next project.
- *Goal-Setting Tool*—Write SMART goals to ensure predictable improvement in both skills and productivity.
- *Conflict Management Template*—Follow some practical steps to managing day to day conflicts
- *Managing Poor Performers Tool*—Work through a specific plan for improving those who aren't meeting expectations.
- *Team Meeting Plan Agenda*—Run an efficient, productive team meeting that is more than just a rehash of status reports.
- *Communication Plan Template*—Decide how to manage the “message” when communicating any organizational changes.
- *Delegation Strategies*—Clarify expectations and ensure handoff of projects.



TRAINING

