



Secrets of Management Success

(1 day Instructor – Led Course)

Course Overview

The CBP Business Improvement Series-Secrets of Management Success course will increase your knowledge and ability to:

Develop responsible good decision-making skills for employees, encourage a positive climate and decrease power struggles and ego fights. Implement a flexible model for helping employees handle their own problems, and use “accountable moments” as opportunities for employees. Develop fairness, flexible and supportive counseling to employees.

Who Should Attend?

This course is recommended for human resources personnel, business leaders, senior executives, managers, supervisors, and front-line workers.

Prerequisites

This course is designed for the student who has little or no experience.

What you will receive

Students will receive an official course manual for post class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional exam – **B12205**



Course Outline: CBP™ Secrets of Management Success

Chapter One: New Work Environment

- Introduction
- What's the difference
- Is work the new family
- The nature of the job

Chapter Two: Supervisory Styles

- What's your supervisory Style
- Foundation Skills
- Showing Empathy

Chapter Three: The Model For Keeping Responsibility Where it Belongs

- Model Overview
- Manager empowers employee
- Avoid artificial empowerment
- Employee owns the task/problem
- Manager supports but doesn't solve
- Employee learns from the task/problem

Chapter Four: Applying the Model to Behavior and Performance Problems

- Case Studies

Chapter Five: Counseling and Mentoring

- Counseling for performance improvement
- Set limits on confidential conversations
- Create a fair, flexible and supportive work environment Mentoring
- Your job as a mentor
- Roles of change leaders