



THE ART OF BEING A GREAT BOSS MASTER CLASS

Purpose:

The main purpose of this training is to better prepare people managers in addressing the many employee issues that arise day to day in their busy schedule.

- Working and communicating with employees.
- Resolving conflicts before they become larger issues.
- Developing the performance of individuals and teams.
- Improving systems, processes, and decisions.

This program will be delivered live virtually and facilitated by Mack Munro. You will have an opportunity to chat with him before your sessions to address any nuances of the group and get a chance to ask them any questions.

This program is modularized and delivered over 13, one-hour sessions. The sessions are recorded so participants can go back and review. Additionally, you will be given access to our BossFlix video training library and also our Roundtable facilitator guides and videos.

Program Description:

The program is designed to teach basic management skills in an interactive format through the use of assessments, storytelling, discussion, skills practice, and video clips. The workshops are short and packed with practical tools, and facilitated graphically to increase engagement from participants.

Learn More:

CONTACT US AT
WWW.THEBOSSBUILDERS.COM
OR AT (931) 221-2988
TO GET A QUOTE!

Master Class Pricing:

- 1-12 attendees: \$500.00 each
- 13 – 30 attendees: \$400.00 each
- 31 and more: \$300.00 each

Pricing is per individual and includes

- 110-page bound workbook
- Two assessments
- Access to the BossFlix video library
- Recordings of the group sessions



Session 1: Introduction and Orientation

Description:

This first session introduces the program and the participants and helps participants set learning goals for themselves.

Session 2: Embracing Your Role as The Boss

Description:

The role of a manager is challenging considering the numerous changes you'll face. To be successful we need to balance the needs of the people against the needs of the organization. To do this requires new skills. In this module, participants will learn how to:

- Embrace your role as The Boss.
- Navigate the changes in your role such as managing former peers and associates.
- Identify the right style to use in driving performance

Sessions 3 through 5: Building Relationships for Results

Description:

Building Relationships for Results is designed to show you the importance of good communication, your default behavioral style, and how to build rapport with others. In this module, participants will learn how to:

- Develop better emotional intelligence.
- Improve their communication styles.
- Eliminate communication barriers and personal biases.
- Embrace the strengths and weaknesses of their behavioral styles.
- Minimize the worst and maximize the best of interpersonal conflict.
- Work to achieve win-win solutions.
- Take charge of harmful emotions.
- Be assertive while showing empathy.

Sessions 6 – 8: Driving Results

Description:

Driving Results is designed to give you tools and techniques to become an effective manager of performance. In this module, participants will learn how to:

- Use diagnostic tools such as the 3-Legged Stool of Great Performance™ and the M-4 Development Model™.
- Diagnose performance issues through the use of effective feedback.
- Coach employees for success using the PULL™ methodology.
- Delegate more effectively.
- Diagnose and improve team cohesiveness.
- Facilitate career development conversations.
- Ask better, more effective questions.

Session 9: Engaging Employees

Description:

Engaging Employees is designed to give you tools and techniques to develop a culture of motivation and engagement. In this module, participants will learn how to:

- Define “Engagement” in a practical and useful manner.
- Identify 12 common motivational drivers.
- Create an environment where engagement thrives.
- Take action to minimize restraining forces on a culture of engagement.

Sessions 10 – 11: Tools and Their Uses

Description:

Tools and Their Uses is designed to give you tools and techniques to better run your department and be seen as a critical thinker. In this module, participants will learn how to improve systems and processes through the use of:

- Gap Analysis
- Root Cause Analysis
- Flowcharting
- The Fishbone Diagram
- Brainstorming
- The Affinity Diagram
- Run Charts
- Change Perception Model™
- The Circular Causal Loop
- The Cost of the Problem™
- What Would Have to Be True? Model
- The Pre-Mortem

Session 12: Your Power and Influence

Description:

Your Power and Influence is designed to give you new data regarding your own personal power and your most comfortable styles of influence. In this module, participants will learn how to:

- Identify personal power and influence.
- Develop strategies to grow these bases in an organization.

Session 13: Navigating Organizational Politics

Description:

Navigating Organizational Politics is designed to give you tools and techniques to better leverage your power and influence to get your team seen, heard, and respected. In this module, participants will learn how to:

- Identify the correct attitude towards organizational politics.
- Recognize the factors that give politics an unfavorable reputation.
- Take active steps to leverage politics for professional success.

About Mack Munro and Boss Builders

Mack Munro is the Founder and CEO of Boss Builders, a management training company located in Middle Tennessee. He is an experienced consultant, author, and speaker who has worked with executive and management teams in companies of all types, sizes, and industries in the USA and abroad. Mack is a regular speaker at local, regional, state and national SHRM conferences and is the author of *How to Win at Performance Management*, *How to Be a Great Boss*, and 11 other business books.

He holds a MA degree in Organizational Leadership from Chapman University and a BS degree in Health Care Management from Southern Illinois University He is a qualified facilitator of the MBTI® and has also written and developed several personality and behavioral assessments and online tools.

Boss Builders provides tools and workshops to help companies improve the skills, abilities, and confidence of their supervisors.

