

Supervisors and Managers

We'll call our fictitious company **The Jones Company**. They manufacture technical equipment and have recently reorganized. They currently have many new managers and supervisors as well as experienced leaders who need refreshing and recharging of their skills and attitudes.

Highlighted topics are the ones this fictitious company chose from our most popular topic list:

Communication

[How to Give and Receive Constructive Feedback](#)

[Handle People With Tact and Skill](#)

[Interpersonal Skills: Becoming a Great Communicator](#)

[Listen to Understand Clearly](#)

[Relationship Management: Creating the "Communication Connection"](#)

The reorganization has highlighted **interpersonal skill deficiencies**

The Jones Company believes some of the management issues relate to **poor listening**

Management Skills

[Coaching and Counseling](#)

[Getting Things Done Through Others](#)

[How to Give and Receive Constructive Feedback](#)

[Managing in the Face of Change](#)

[Management Skills for 2000 & Beyond](#)

[Managing Performance](#)

[Putting Negativity in its Place](#)

[The Effective Team Leader](#)

An **internal survey** identified the need for Coaching & Counseling, Delegation, and giving feedback. They chose these 3 topics.

Unlike the past, managers are now required to combine evaluations to performance and **guide their staff in professional development**

Many experienced **team leaders need help** on improving skills. Novices need it too!

Professional Skill Development

[Better Business Writing](#)

[Grammar and Proofreading](#)

[High Impact Goal Setting](#)

[Mastering Support Skills: 10 Ways to Improve Your Performance](#)

[Creative Problem Solving and Decision Making Skills](#)

[The Indispensable Assistant](#)

[How to Organize and Maintain Files and Records](#)

Written communication within the company & with customers is **unprofessional**

The Jones Company believes some of the management issues relate to **poor listening**

Due to the reorganization there are new problems. They want the entire team **focused on solving problems and getting results!**

Team Building

[The Effective Team Leader](#)

Front-Line Management

[Management Skills for Prospective Managers](#)

[Management and Supervision Basics: A Two-Day Seminar](#)

[Supervision Basics](#)

[Management Problems of Technical Leaders](#)

Some experienced (but untrained) managers, and all new ones **need the basic skills**

The Jones Company has many technical managers from R&D and manufacturing and design. Many **need help transitioning to management**

Organizational Change

[Setting Strategic Direction](#)

[Building a Customer-Driven Culture](#)

Leadership

[Leadership Skills for the New Realities](#)

[What Every Leader Should Know About Organizational Change](#)

[Leading People: The 6 Critical Skills](#)

[Leading in a Time of Turbulence](#)

[Developing a Communication Strategy](#)

Senior Management felt that this topic would help **advance the skills of novice managers**, and would catapult experienced managers to new levels of professionalism.

Project and Time Management

[Getting Things Done Through Others](#)

[Prioritize, Organize, Meet Deadlines and Achieve Objectives \(With or Without Outlook\)](#)

Conflict and Stress Management

[Minimize Stress to Maximize Success](#)

[Balance Your Life by Design](#)

[Control Conflict, Confrontation and Emotion](#)

[Putting More Life in Your Time](#)

Due to the organizational changes, increased expectations and increase in information available, Senior Management decided **ALL needed help getting organized**

Customer Service and Sales

[How to Achieve Extraordinary Customer Relations](#)

Let's examine how the fictitious Jones Company decided to put this conference together. They chose different lengths for the sessions depending on topic and need. They chose two speakers per day to offer more topics in a shorter time frame. Below is the schedule they wanted:

DAY ONE

8 – 8:30 AM **Opening Session: Success Comes in Cans...not in Cannots!** (A Pinnacle Training Solutions Keynote designed to get the team fired-up and excited about learning/improvement).

	Track ONE	Track TWO
8:30AM – 11:30PM Break included	Supervision Basics	Creative Problem Solving and Decision Making Skills
11:30PM – 12:30PM	Lunch	Lunch
12:30PM – 2:00PM	Better Business Writing	Management Problems of Technical Leaders
BREAK		
2:45PM – 4:15PM	Leading People: The 6 Critical Skills	High Impact Goal Setting
BREAK		
4:30PM – 5:30PM	Prioritize, Organize, Meet Deadlines and Achieve Objectives	

DAY TWO

8 – 8:30 AM **Opening Session: Management Comments and Panel Presentation** (An opportunity for senior management to discuss organization direction, goals and vision.

	Track ONE	Track TWO
8:30AM – 10:45PM	Handle People With Tact and Skill	Listen to Understand Clearly
BREAK		
11:00AM-12: 30PM	Coaching and Counseling	Getting Things Done Through Others
12:30 – 1:30	Lunch	Lunch
1:30PM – 3:00PM	Give and Receive Constructive Feedback	Managing Performance
BREAK		
3:15PM – 4:45PM	The Effective Team Leader	High Impact Goal Setting