



CENTER FOR MANAGEMENT DEVELOPMENT

Essential Skills of Supervision and Leadership live via Zoom

Session 1: How to Transition from Performer to Leader

- How leadership differs from doing
- Four rights you give up as a leader
- How to lead from the middle
- Do employees prefer a boss or a friend?

Session 2: What it Takes to Manage Strong Personalities

- How to deal with conflicting personalities
- Why most personality traits cannot be changed
- Five ways to approach conflict
- How to handle employees who resist change

Session 3: How to Confidently Conduct Difficult Conversations

- How listening can help lower the stress level
- How to build trust by being radically candid
- What is the difference between assertive and aggressive
- Three ingredients of a confident communication

Session 4: How to Motivate by Focusing on Strengths

- Two powerful motives that drive staff
- The secret to employee empowerment
- Why most coaching efforts fail
- What happens when leaders focus on weaknesses

Session 5: How to Set Expectations and Hold People Accountable

- What is the role of vision and mission?
- Four common mistakes in communicating expectations
- Three suggestions for setting expectations
- Why performance improvement plans seldom work

Session 6: What Makes Performance Management Effective?

- Why hiring is critical to performance
- How to screen applicants effectively
- How to make performance evaluations work better
- Four suggestions for handling persistently, low performers

Delivery Mode

Consider each session to be one-hour, delivered via Zoom. In addition to the instructor's presentation, the sessions will include brief breakout discussions to explore exercises and cases.

Each participant will receive an electronic copy of a manual which contains copies of PowerPoint slides and work materials.

Instructor Information

Dr. Gerald H. Graham is currently the R. P. Clinton Distinguished Professor of Management in the Barton School of Business. He has held several administrative positions, including:

- Dean, W. Frank Barton School of Business
- Chair, Administration Department
- Director, Center for Entrepreneurship
- Assistant Dean, W. Frank Barton School of Business
- Vice-President, University Faculty Senate

Dr. Graham's published works include:

- Five books on leadership and management
- Numerous research articles
- Applied Management Training Newsletter
- Over five hundred newspaper columns distributed nationally
- Leadership blog, fifty-five thousand views, in more than sixty different nations

Consulting services:

- Leadership development workshops for more than seven hundred thousand participants in forty-six states and every Canadian Province
- Facilitated more than one hundred partnering sessions for projects involving the Army Corps of Engineers, several state agencies, cities and private firms
- Former Board member of several profit and not-for-profit organizations
- Individual consulting with numerous companies

Awards:

- Excellence in Teaching, Wichita State University Regents
- Teacher of the Year, Barton School of Business
- Teacher of the Year, Support Services, WSU
- WSU Alumni Award for Outstanding Service
- Lifetime Leadership Award, Wichita Management Association
- Lifetime Leadership Award, Westar Energy, Inc.