



**PD475**  
**The Engineering Manager: Engaging Today's Workforce**

**Day One**

**Morning**

- Making the transition from individual contributor to manager
- The Situational Leadership Model: Linking expectations to performance
- The keys to people development
- How to develop employee commitment and participation
- How to motivate the underachiever,
- How to align worker to task for optimal performance
- Identification of one's own leadership style
- The ABC's of outstanding team performance

**Afternoon**

- The power and practice of the self-fulfilling prophecy
- The elements of effective communication: Transactional Analysis
  - One way vs. two way communication
  - Pulling vs. pushing
  - Non-verbal communication
- The power of listening
  - Sympathy, empathy, and reflective listening
- How to deliver a straight talk message that improves performance
- Making decisions based on data not ego

**Day Two**

**Morning**

- Practicing the Situational Leadership Model: improving one's diagnostic skill
- Understand and practice the steps to effective coaching
- How to know whether to coach or to counsel employees
- Practice coaching and counseling situations
- Coaching problems and solutions



### **Afternoon**

- Problem solving/decision making in team environments: the challenge of 'group think'
- Problem solving tools and techniques
- Handling inter and intra group conflict: the manager as mediator
- Self-management skills: the *keys* to motivation
- Take home planning