

The University of Toledo
College of Business Administration
Executive Center for Global Competitiveness

MANAGING IN TODAY'S CHANGING ENVIRONMENT

Program Overview

Managing can be one of the most satisfying professions on earth, but it can also be one of the most frustrating—especially in fast-paced changing environments. It takes time, effort and determination to become a professional manager. To be successful, today's manager must learn to play the roles of coach, teacher, motivator and strategist simultaneously. Trying to get others to do what you want them to do, when you want them to do it, and in the way you want it done is the ever-changing challenge of a manager. It requires great insight to understand why people behave the way they do, especially considering the diversity of coworker attitudes, values, beliefs, personalities, motivation levels and expectations of today's workforce.

Who Should Attend

The best leaders know that it is essential to keep learning about management, human behavior and organizational development, and to continue refining the art of their leadership style. This program is designed to help managers assimilate a variety of managerial skills quickly, so that they can meet the challenges of a changing workplace with confidence.

About the Instructor

Dr. Jack. L. Simonetti is professor emeritus of Management at The University of Toledo and an Adjunct Professor in the Executive Education Program at the University of Michigan Business School. Dr. Simonetti has been a consultant to many Fortune 500 and 1000 companies, as well as hospitals, banks, public administration and service organizations, both locally and nationally. He has published over 100 articles and authored six books on management and communication. He received a B.S. degree in Industrial Management from the University of Akron, an M.B.A. from Indiana University, and a D.B.A. from Kent State University. Prior to his academic career, Dr. Simonetti had extensive experience in Human Resources and employee relations with the BF Goodrich Company.

Program Agenda

Many factors determine effective management. The following essential leadership principles will be covered in this two-day program:

Day 1

The Role and Functions of a Manager

- Key principles of managing
- Keys to career survival and success
- What it takes to be an effective manager

Creative Decision Making and Problem Solving

- Identifying problems
- Establishing objectives
- Generating and evaluating alternatives
- Determining action steps and approaches needed to implement them

Effective Communications

- Key concepts and techniques
- The importance of listening
- Effect of attitudes and perceptions on communication

Leadership and Motivation

- The leadership process – Analyzing employee behavior/motivation
- A manager's motivational tools
- How attitudes and values affect performance and behavior
- The human bank of importance

Performance Appraisal

- Fundamentals — when, where, what
- Pitfalls to avoid
- Do's and don'ts

The Importance of Working Together

- Developing and building successful teams
- The key elements of teamwork
- The value of teams in your organization

Day 2

Introduction

- Course Objectives
- Why Organizations Fail
- The Importance of Thinking Like a Manager

Transition from Employee to Manager

- Analysis of On-the-Job Problems Facing Managers Today
- Possible Solutions

Career Survival and Success

- Why Managers Fail
- What it Takes to be an Effective Manager
- Keys to Career Survival and Success in Today's Organization

Development of Interpersonal Relations

- The Triangle of Managerial Success:
 - *Communication • Motivation • Leadership*

The Manager's Key Functions

- Planning, Organizing, Staffing, Motivating, Controlling

Developing and Building Teamwork

- Implementing and Four Stages of Developing and Building Teamwork
- Forming, Norming, Storming, Performing

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, the Director of ECGC, by calling 419-530-2037 or via email at carrie.herr@utoledo.edu.