



New Manager Leadership Training 56 Hours

The management trainee program is a highly interactive program that promotes teambuilding and leadership, while providing opportunities for growth and learning through class activities and assessments.

Business Communications (8 hrs)

Employees are expected to communicate effectively and this course gives students the opportunity to develop and practice written and verbal communication skills.

Topics covered include:

- Understanding the power of communication
- Better, more efficient business writing
- Write what you mean
- Know when to write what
- Understanding your communication style (and making it work better with others')
- Helping employees produce written and verbal communication that gets results
- How to power up your handshake, eye contact and body language
- Communicating like a leader and building teams that get results
- Leading through better communication

Human Resources/Performance Evaluations (8 hrs)

Human resource management is an essential part of employee development and this course focuses on supporting people and meeting organizational goals.

Topics covered include:

- Understand recruiting methods
- Understand the validity of selection procedures
- Evaluate training needs and results
- Understand performance evaluations
- Display knowledge of employee benefits concepts
- Develop competencies for HR success
- Consider regulations governing employee benefit practices

Public Speaking (8 hrs)

Almost every position in business requires individuals to speak publicly or conduct presentations from time-to-time. Students will learn basic public speaking and presentation skills and increase communication competence. This workshop will give students several opportunities to present in front of their peers, receive positive and constructive feedback from the instructor and their peers while being videotaped. Each individual will leave the workshop with a DVD of their public speaking and written feedback as well.

Topics covered include:

- How to present or speak with ease & minimize their nervousness
- Learn public speaking principles such as:
 - Projecting a strong, confident presence with their voice, eye contact & body language
 - Present an organized and focused message
 - How to open & close with impact
 - Engaging your audience & keeping their attention
 - Staying on track
 - Handling questions effectively from the audience
 - Effectively using visual aids

Leadership and Teambuilding (8 hrs)

The goal of this program is to help students understand the fundamentals of what makes a team successful. This session will focus on team functions, team processes and team dynamics.

Topics covered include:

- Building teams that work
- Communicate your leadership objectives with clarity and impact.
- Strengthen your power of influence and test new approaches for motivating others.
- Diverse teams
- Problem solving
- Conflict management

Project Management/Lean Management (8 hrs)

The goal of this program is to cover principles and tools used in Project Management including planning and controlling projects. Activity: Each team member will evaluate a project based on specific objectives and design a project management template.

Topics covered include:

- Estimate project costs and schedules using simple techniques
- Assemble a project team and gain commitment to project objectives
- Plan, estimate, and organize project efforts
- Identify customer requirements using proven techniques
- Apply simple but effective tools to identify and respond to risks
- Create an environment where quality is part of the project

The Corporate Edge: Presenting a Positive Image/Personal Branding (8 Hrs)

Do you want to take your career to the next level? Have you ever asked yourself why those around you seem more polished, more self-assured, and more dynamic than you? In this session participants will be introduced to new skill sets, new attitudes, and new strategies that will help them to develop a business acumen.

At the end of this session participants will be able to:

- Understand the importance of Personal Packaging:
 - Body focus from head to toe
 - Business Dress
 - Business Etiquette

Strategic Customer Service (8 Hrs)

Students will learn how to meet customers' expectations and focus on customer relationships.

Activity: Each student will participate in a pre-selected customer service business case.

Topics covered include:

- Develop professional communication
- Boost your comfort zone
- Building relationships
- Crafting questions
- Up-selling and Cross-selling
- Telephone and e-Mail communication
- Understanding customer behavior
- Dealing with difficult people

(Optional) Business cases and short assessments may be given at the end of each class.

The Professional Development Institute

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