

MANAGING PROFESSIONAL EMPLOYEES

PURPOSE: The purpose of the Managing Professional Employees (MPE) is to provide the essential knowledge and skills needed to lead and effectively supervise professional knowledge workers. In the contemporary organization, these would include lawyers, accountants, consultants, and engineers. A strong emphasis is placed on gaining insight into the needs of knowledge workers, supervisory styles, improving employee performance, teamwork and motivation.

LEARNING OUTCOMES: As a result of attending MPE, participants will be able to:

- Define five organizational characteristics required by professional employees
- Explain how to motivate professional employees to improve morale and productivity
- Use a five-step coaching process to influence employee performance
- Describe the strengths and weaknesses in one's supervisory style
- Use four strategies to diagnose and solve professional employee problems

LENGTH: Two Days 09:00 – 16:00

IACET CEU: 1.1 CEU

BENEFITS: A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations.

PROGRAM OUTLINE

DAY 1	DAY 2
9:00 OVERVIEW AND EXPECTATIONS <ul style="list-style-type: none"> • Program objectives and agenda • Business context in contemporary organizations 	9:00 REVIEW/PREVIEW
10:00 DEFINING MANAGEMENT <ul style="list-style-type: none"> • Functions and roles of managing • Core skills needed to manage 	9:15 SITUATIONAL SUPERVISION <ul style="list-style-type: none"> • Understanding one's primary leadership style • The importance of flexibility & adaptability • Dealing with difficult situations
10:30 BREAK	10:30 BREAK
10:45 MOTIVATING PROFESSIONALS <ul style="list-style-type: none"> • Diagnostic questionnaire • The Three things that motivate professionals 	10:45 APPLICATION EXERCISE <ul style="list-style-type: none"> • Situational Diagnosis • Using the best style • Overcoming resistance
12:15 LUNCH	12:00 LUNCH
1:15 COACHING PROFESSIONALS <ul style="list-style-type: none"> • The art of coaching • How to coach professional employees 	1:00 INFLUENCING KNOWLEDGE WORKERS <ul style="list-style-type: none"> • Influence model and styles • Negotiating tactics with professional employees
2:45 BREAK	3:00 BREAK
3:00 MANAGEMENT SKILL BUILDING <ul style="list-style-type: none"> • Practice Application Exercise 	3:15 TEAM SKILLS <ul style="list-style-type: none"> • Balancing independence and collaboration • Overcoming team problems
	3:45 APPLICATION PLANNING <ul style="list-style-type: none"> • Complete leadership journal • Summary of learning
4:00 END	4:00 END
EVENING ASSIGNMENT: Complete: <i>Situational Leadership Questionnaire</i>	