

# Manager Development Certificate

Program Duration: 6 days



Enhance your professional effectiveness through development of authentic and sustainable management skills, a manager focused business acumen tool kit, and effective coaching and mentoring skills to develop others.

The ***Manager Development Certificate*** is designed for emerging managers to develop the knowledge and tools required to be highly prepared to manage and make an immediate impact within the organization.

Participants learn how to apply their skills working with others in day-to-day operations and long-term visioning where decision-making, critical thinking, communication, coaching and mentoring, emotional intelligence, and other professional skills are required.

## Participants will walk away with these skills:

- Connecting individual work to the departmental and organizational mission
- Setting clear expectations for performance and behavior
- Clarifying goals, targets and the approach to meeting them
- Establishing a simple performance review process to check-in and upgrade within and across silos
- Facilitating performance growth through 3 levels of coaching
- Leveraging varying styles to enhance performance and relationships across the organization

**Manager Development Certificate Plus**, includes the program above with the option for two one-day electives from [Xavier Leadership Center Corporate University](#).

Xavier Leadership Center is proud to offer each participant a digital badge once participants have met program completion criteria. Digital badges include a direct link to view program credentials, and can be utilized by participants on social media and digital resumes.

## Audience:

Identified current or future leaders within an organization. Not fitting for new employees or those with less than five years of work experience.

## Cost:

\$4,500.00 General Registration  
\$4,050.00 Xavier Alumni, Military/Govt./Non-profit

**Certificate Plus: \$4,950**

**3.6 CEUs will be issued for this program.**



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## **In-depth Program Description:**

The Manager Development Program will prepare growing leaders to take on more responsibility with tools to support them and the confidence to implement and adapt to what is needed. Learn communication, planning, and people skills that help you to blend managing your piece of the business while leveraging relationships with others as partners.

## **PRE-PROGRAM: *Everything DiSC Agile EQ***

This assessment will be sent to you prior to the program. You will learn more about your personal style at work and how to adapt to the needs of others. Concepts and learning from the pre-work will be integrated into deliver so you can see yourself in action and consider how to better serve others.

## **Modules 1 & 2: Essential Manager Skills – Setting the Stage for Performance**

### **Aligning Purpose and Expectations for Accountable Performance**

Whether it is with partners in action or other departments on whom we depend, managers must connect the people to the work, and to each other. We will provide you with tools and techniques to include others as needed to be part of the process.

### **Establishing A Clear Role, Boundaries and Measurable Goals**

We find it is better to control boundaries and process than it is to control people. This essential skill and accompanying tools will expand collaborative efforts for better accountability and results.

## **Modules 3 & 4: Finance, Operations and General Business Acumen**

No matter your role in the organization, a general understanding of business fundamentals will enhance your effectiveness and ability to make sound decisions. In these sessions, we will spend time diving into the ways that businesses make money, manage budgets, and discussing the key drivers of operational excellence—all skills that will set you up for success as you take on more responsibilities.

## **Modules 5 & 6: Essential Manager Skills – Growing and Adapting Performance**

### **Developing Performance Capacity for Teams and Individuals**

Explores 3 levels of coaching and the tools to support them. Specifically, tools for 1) teaching on the job skills to others, 2) effectively providing direct feedback, and 3) utilizing empathy to create more connections and choices with people.

### **Tracking, Reviewing and Upgrading Performance**

The focus of this topic is use of simple, powerful tools with a clear process to track measures and make changes to improve performance. This will tie into the goal setting process from earlier sessions for application.

## **Capstone Project:**

To successfully complete the certificate program and earn a digital badge, you will complete a capstone project that will be reviewed by the program facilitators. The project will involve application of tools and principles into a practical plan to be used in your work/business environment. The plan creation will take between a 2-4 hours of work following completion the program, and must demonstrate competency of the material and concepts delivered during the duration of the program.

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## Representative Facilitators:

### Mike Lair



Mike has been a facilitator with the Xavier Leadership Center for many years and specializes in helping people and organizations learn and develop together to set and meet organizational goals. Mike provides invigorating programs in leadership development, team effectiveness, and personal performance. His inspiring and dynamic facilitation style energizes clients to maintain enthusiasm and effectively apply their learning to meet the practical challenges they face every day. Mike has directed Human and Systems Development efforts for small, large, and multinational organizations. He served as Director of Experiential Programs, and currently chairs the Experiential Training and Development Alliance, WEB Education Tools.

His publications include articles in the "Book of Metaphors, II" for the Association of Experiential Education, and "Getting Teams on the Same Page." Mike has also produced manuals Managing Conflict, Team Alignment Process®, Creating Shared Vision, Developing Strategic Plans, and Quality Team Processes and Leadership.

### Holly O'Driscoll



Holly is an industry expert in the field of Design Thinking and human centered innovation. She has enabled the transformation of organizations through teaching the method and mindset of Design Thinking. As Global Design Thinking Leader at P&G, Holly partnered with teams across the company to lead more than 250 Design Thinking experiences, often at the request of C-suite executives.

Holly's passions include problem framing, the application of Design Thinking to organizational strategy, unleashing the diversity of people, leadership philosophy and creating conditions that allow human creativity and curiosity to thrive. Throughout her 20+ year career, Holly has built a reputation as a master human centered innovation strategist, trainer and facilitator.

Holly has guest lectured on the topic of Design Thinking at The Parsons School of Design, Harvard Business School, Stanford University's Graduate School of Business, Michigan State University, University of Toronto's Rotman School of Business, and more. In January 2018, she was named one of Michael Bloomberg's Design Thinking Coaches for the Bloomberg Philanthropies USA Mayor's Challenge project, and one of her cities was awarded a \$1 million prize.

In addition, she has contributed to several books including Tom Wujec's The Future of Making, David Dunne's Design Thinking at Work, Thomas Lockwood's Innovation by Design. Holly is also a globally sought after conference keynote speaker.