Manager Essentials Certificate

Program Duration:
2 full days 8:30 AM – 5:00 PM

Enhance your professional effectiveness and your competitive advantage 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 Gallup organization, through extensive research, has discovered links between employee engagement at the business-unit level and vital performance indicators, including customer metrics; higher profitability, productivity, and quality (fewer defects); lower turnover; less absenteeism and shrinkage (i.e., theft); and fewer safety incidents. Bad managers cost businesses billions of dollars each year, and having too many of them can bring down a company. They estimate managers account for at least 70% variance in employee engagement score.

Gallup identifies the following as characteristics of great managers:

- Motivate each employee by engaging them in the vision and mission
- Have assertiveness to drive outcomes
- Overcome adversity and resistance
- Create a culture of accountability
- Relationships are built on trust transparency and open dialog
- Quick and outcome based decision making

Great managers can maximize the productivity and engagement of employees therefore impacting the company's success. *HBR.org*

The ***Manager Essentials Certificate*** is designed based on input from human resource professionals, business unit leaders, experienced managers and high potential employees to develop great managers. Give yourself or your organization a competitive advantage by becoming a great manager!

Day One: Leading Others

- Learn skills to engage employees in the organization's vision and mission
- Develop self-awareness about their impact on others
- Get tools to give and receive feedback
- Understand the impact of effective coaching

Day Two:

- Develop skills to understand and communicate strategy, financial levers, and operational effectiveness
- Gain communication, empathy, influence, and emotional intelligence skills to drive business
- Learn techniques for influencing without authority to gain necessary department resources and create department wins

Audience:

New mangers to those with 2-3 years managerial experience and identified future managers within an organization. Not fitting for new employees or those with less than five years of work experience.

Cost:

$1,300.00 General Registration
$1,170.00 Xavier Alumni, Military/Govt./Non-profit

1.2 CEUs will be issued for this program.

XAVIER LEADERSHIP CENTER (513) 745-2942 | xlc@xavier.edu |www.xavierleadershipcenter.com

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Program Highlights:

The program is interactive, reflective and engaging including Ted Talks, panel speakers, cohort breakout discussions, and tools to create lasting change and growth.

Digital Badge:

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.

Facilitators:

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.