

MANAGER ESSENTIALS CERTIFICATE

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 **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!



PROGRAM OVERVIEW:

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

Audience:

New managers, 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.

Duration:

This program consists of 2 sessions over the course of 2 days.

Cost: \$1,300 General Registration

Select Discounts Available

1.2 CEUs will be issued for this program

Digital Badge:

Xavier Leadership Center is proud to offer each participant a digital badge in Manager Essentials 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.



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PROGRAM COMPONENTS:

Day 1:

- 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 2:

- 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



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, 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 scores.

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*)

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Representative Facilitators:



Holly O'Driscoll:

Holly O'Driscoll 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. She is the founder and CEO of Ampersand Innovation, LLC; a Design Thinking and human-centered innovation strategy consultancy focused on unleashing the diversity and potential of people and ideas via workshops, design sprints, and capability development.

Holly is currently an Entrepreneur in Residence at the Miami University Altman Center for Entrepreneurship, and the former faculty chairperson and lead instructor of the Rutgers University Design Thinking Executive Education program. She 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 for their work together.

In addition, she has contributed to several books including Tom Wujec's *The Future of Making*, David Dunne's *Design Thinking at Work*, and Thomas Lockwood's *Innovation by Design*. Holly is also a globally sought-after conference keynote speaker. Holly has a BA in Chemistry and MBA from Thomas More College.