



THE ARC TRAINING GROUP
 A Division of The ARC Consulting Group, Inc.
 A Profit Enhancement Firm
 Providing Educational and Consultative Services to the
 International Business Community

SEMINAR FACT SHEET

Introduction to Effective Management

ARC Course 301

Seminar Overview

Senior management evaluates your performance as a Manager, not only by what you accomplish, but by your effectiveness in meeting strategic and tactical objectives through the work of others. This fast-paced program puts you in the driver's seat. You will learn how to develop your personal management style, create environments in which motivation flourishes, and how to effectively evaluate performance in a positive manner.

Who Should Attend

This program is for newly appointed managers, managers with less than three year's experience, anyone aspiring to be a manager, or any manager who simply want to refresh their skills and gain a new perspective.

AUDIT PROFESSIONALS	FINANCIAL PROFESSIONALS	TECHNICAL PROFESSIONALS	OPERATIONAL PROFESSIONALS	STRATEGIC MANAGEMENT
■ Staff	■ Staff	■ I / T	■ Supervisors	■ Managers
■ Seniors	■ Controllers	■ Engineers	■ Team Leaders	■ Directors
■ Managers	■ Directors	■ Proj. Managers	■ Managers	■ Vice Presidents
■ Directors	■ VP's & CFO's	■ ISO & Quality	■ Plant Managers	■ CEO's

What Will Be Covered

We designed this 3-Day program specifically for financial and operational managers who need to identify the risks and related controls as part of management's new level of accountability. This program will give you the tools and techniques of effective management and help you make the transition to manager a smooth and rewarding.

How You Will Benefit

- Know their roles and responsibilities as a manager
- Understand behavioral styles and how to apply this in communication
- Communicate more effectively and be an active listener
- How to be an effective coach and apply the four steps of the counseling interview
- How to delegate effectively and use this for training
- Set SMART goals for themselves and others
- Create a positive motivational climate
- **Special Bonus Feature** – Applying The Ten Step Resolution Framework in your personal work environment.

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PROGRAM AGENDA

DAY ONE:

- **ROLE AND RESPONSIBILITIES OF A MANAGER**
 - Making The Transition To Manager
 - Characteristics Of A Good Manager
 - Successfully Working With Your Manager

- **IDENTIFYING YOUR BEHAVIORAL STYLE**
 - Completing The Disc Profile
 - Understanding The Affect On Relationships And Communication
 - Identifying The Style Of Others And How To Modify Your Approach

- **COMMUNICATION AND FEEDBACK**
 - Communication Challenges And How To Resolve Them
 - Being An Active Listener
 - Giving Corrective Feedback In A Positive Way

DAY TWO:

- **CHALLENGE RESOLUTION**
 - The Ten Step Resolution Framework
 - Applying The Framework In Your Unique Environment
 - Case Exercise Challenge Resolution – Application Of Ten Step Resolution Framework

- **COACHING FOR SUCCESS**
 - Seven Steps For Effective Coaching
 - Role Play The Coaching Interview
 - The Four Steps In A Counseling Interview

- **DELEGATION**
 - Tools Of Effective Delegation
 - The Pitfalls Of Improper Delegation
 - Benefits Of Effective Delegation
 - How To Minimize The “Risk” Of Delegation
 - Using Delegation As A Training Tool And In Motivation

- **GOAL SETTING**
 - Learning The SMART Formula
 - Applying It For Professional And Personal Growth
 - Helping Employees Seek Higher Rewards

- **MOTIVATION**
 - Understand The Basics Of Motivation And Theories
 - Applying Herzberg’s Theory To Today’s Environment


- **CREATING AN ACTION PLAN FOR SUCCESS**
 - Review of your Personal Learning Objectives
 - Developing your Action Plan

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- How to set the Plan in motion
- Preventing “Backslide”
- Maintaining a Positive Focus

Seminar Pricing and Logistics

Duration: 2 Days	Prerequisites: None
Seminar Fee: \$ 6,500.	Average Cost / Attendee: \$ 260
Maximum Attendance: 25	CPE Hours: 16 Personnel Development
This fee includes all instructor travel, living and professional fees, and all participant materials. The client is responsible for training facility, audio-visual requirements, and other creature comforts.	
For additional savings to your organization, invite participants from companies in your area who may also be interested in this program. The ARC Training Group places no restrictions on who you can ask to join your group.	

	<p>The ARC Training Group is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN, 37219-2417. Telephone: 615.880.4200. Web site: www.nasba.org</p>
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