

## The Making of an Effective Manager (ESM)

- ⇒ **Learn the skills to make you an effective manager**
- ⇒ **Learn the art of delegation and people development**
- ⇒ **Learn how to handle people problems and make better decisions**
- ⇒ **Learn how to solve problems and motivate people**
- ⇒ **Learn to improve time management and organizational skills**

<p><b>Lesson One: Successful Managers are Made - Not Born</b></p> <ul style="list-style-type: none"> <li>• Building on the Base of Success</li> <li>• The Slight Edge</li> <li>• The Purpose of Leadership Development</li> <li>• The Definition of Success</li> </ul>	<p><b>Lesson Five: Decision Making and Problem Solving</b></p> <ul style="list-style-type: none"> <li>• The Responsibilities of Leadership</li> <li>• The Manager as Decision Maker</li> <li>• The Problem Solver</li> <li>• Taking Risks</li> <li>• The Art of Giving Orders</li> </ul>
<p><b>Lesson Two: Exercising Authority Effectively</b></p> <ul style="list-style-type: none"> <li>• A Positive Approach to Discipline</li> <li>• Enforcing Rules</li> <li>• Discipline by Prevention</li> <li>• Handling Minor Disciplinary Problems</li> <li>• Dealing with Serious Breaches of Discipline</li> </ul>	<p><b>Lesson Six: Motivating People to Produce</b></p> <ul style="list-style-type: none"> <li>• Understanding Motivation</li> <li>• Traditional Methods of Motivation</li> <li>• Attitude Motivation</li> <li>• Developing a Motivation Plan</li> </ul>
<p><b>Lesson Three: Get More Done Through Time Management</b></p> <ul style="list-style-type: none"> <li>• The Value of Your Time</li> <li>• Managing Your Time</li> <li>• Managing the Time of Others</li> <li>• Controlling Time Waste</li> <li>• The Benefits of Time Management</li> </ul>	<p><b>Lesson Seven: Handling and Preventing Problems with People</b></p> <ul style="list-style-type: none"> <li>• An Ounce of Prevention</li> <li>• Separating Organizational and Personal Problems</li> <li>• Productive Handling of Problems Involving People</li> <li>• Dealing with Irrational Behavior</li> </ul>
<p><b>Lesson Four: The Art of Delegation</b></p> <ul style="list-style-type: none"> <li>• Attitudes for Delegation</li> <li>• Using the Power of Informal Groups</li> <li>• Feedback on Performance</li> <li>• Upward Delegation</li> </ul> <p style="background-color: #e0e0e0; padding: 5px;"><b>“An Organization cannot increase its productivity....but people can.”</b> John C. Maxwell- Author</p>	<p><b>Lesson Eight: Developing The Potential of Employees</b></p> <ul style="list-style-type: none"> <li>• The Key to Increased Productivity</li> <li>• Training the Right People</li> <li>• The Benefits of Training</li> <li>• Training Principles</li> <li>• The Training Process</li> <li>• Your Attitude Towards Training</li> <li>• The Manager and the Bottom Line</li> </ul>

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