



# Highly Effective Human Service Managers Program

## Module Descriptions (Individual Program)

### **Kickoff Meeting**

Participants will be encouraged to discuss the various challenges they are currently experiencing. Then, the Highly Effective Human Service Managers Program will be discussed, what it entails, and expectations of participants throughout the program. Shared goals will also be developed to help guide participants throughout the process.

### **1. Leading with a Vision**

Participants will explore how various processes should look if they are operating at high levels and how managers can achieve superior results by knowing what their vision is and consistently articulating it to staff.

### **2. Creating a Positive Culture**

Having a culture that is motivating, stimulating, and supportive can have a significant impact on employee commitment, engagement, performance, and retention. Participants will be challenged to evaluate the culture in their departments and assess ways to implement activities to enhance their work environments.

### **3. Optimize Your Leadership Credibility**

In order to effectively lead others, it is vital managers possess the specific competencies and skills necessary to instill confidence in staff. Participants will be challenged to examine their approach to presenting with professionalism, being organized to stay on top of ongoing demands, the importance of following through in a timely manner, and the impact of having high standards.

### **4. Being Self-Reflective**

Highly effective managers are ones that are adaptive to the needs of their staff, actively focus on their professional growth, consistently set high standards, and use a self-reflective approach. All of these topics will be covered in this module.

### **5. Maximizing Staff Commitment**

Research has focused on turnover because it is easy to measure, but the underlying reason for turnover is reduced commitment. There are a variety of ways that managers can greatly enhance staff commitment. Also, it is important to look at your and your organization's approach to hiring and orientation of new employees to examine how staff commitment and excitement can be maximized from the outset of their employment.

## **6. Developing Staff to Excel**

Managers that have an active and consistent approach that is focused on employee growth tend to have staff that remain at the organization longer and have staff that perform at higher levels. How to encourage staff to use critical thinking, your role in how to effectively develop staff, as well as how to have high quality supervision will be reviewed.

## **7. Effectively Handling Conflict and Providing Feedback**

Understanding your style of addressing conflict will assist in your ability to engage staff and hold them accountable. This module will also cover critical aspects of providing effective feedback to staff.

## **8. Holding Staff Accountable to Achieve High Levels of Performance**

Clear expectations are a foundation for high levels of staff performance. Participants will also enhance their ability to engage difficult/underperforming staff and look at innovative ways of completing performance evaluations.

## **9. Meeting and Exceeding Client/Customer Needs**

This module reviews the various ways that managers guide employees so they can realistically meet and exceed client/customer needs by being client focused and providing culturally responsive services.

## **10. Exceptional Customer Service and Teamwork**

Organizations are looking for staff that can consistently demonstrate high levels of superior internal and external customer service and ability to form and maintain quality relationships with other professionals. This module will help to guide managers in how to instill these needed traits in themselves and staff.

## **11. Optimizing Department Performance**

Change is always a significant challenge for management and organizations. This module challenges managers to examine various strategies to achieve outcomes, focus on ways to enhance quality, and effectively manage change. Leading engaging department meetings and trainings will also be explored.

## **12. Your Action Plan**

Highly effective managers should be encouraged to develop and grow new skills so that they remain relevant in a world with continually shifting client, employee, and organizational needs. This module helps managers examine opportunities for growth and outline specific plans for them to maximize their performance.