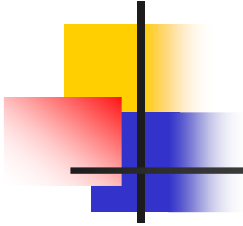




# Management Training & Leadership Development

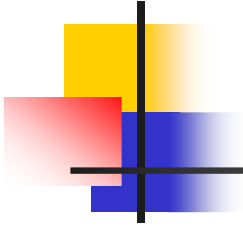
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Keys to Success



During this course, we will overview the transition to a leadership role and discuss critical leadership skills for supervisors and managers. Specifically, the topics we will cover include:

- The transition to leadership
- The 3 “C’s” in management
- Serving your team the “Leadership Pickles”
- Choosing a leadership style
- Coaching and developing associates
- Knowing your team members’ personalities
- Progressive discipline



- Legal and effective interviewing
- Pitfalls for new managers
- Employee discipline: the need to address misconduct
- Documentation of performance
- Legally and effectively handling employee complaints
- Dealing with conflict
- FMLA
- Worker's compensation