



Measurable Management Program Focus



Phone 760-633-4444
www.TheLearningEngine.org

SECTION 1 - WHAT DO FIRST LINE MANAGERS DO?

- Define their roles and responsibilities
- Agree with their team on its roles and responsibilities
- Identify any mismatches between the skills the team possesses and those demanded by their job
- Identify improvements to their managerial information

SECTION 2 – INFLUENCING BEHAVIOR

- Recognize that conflict is the enemy
- Understand behavior patterns which minimize the risk of conflict
- Identify factors which encourage good working relationships
- Identify factors which disrupt or damage a good working relationship
- Practice ways of increasing the effectiveness of their team
- Understand what it takes to be an effective listener

SECTION 3 - COACHING, COUNSELING & APPRAISAL

- Describe the survival, maintenance and development ways of managing
- Understand the way in which they primarily manage at the moment
- Recognize situations in which they have to use the survival or maintenance ways of managing
- Recognize the benefits of managing in the development way
- Outline how they would conduct an appraisal meeting

SECTION 4 – CUSTOMERS & SUPPLIERS

- Describe the role played by customers and suppliers (both internal and external) in determining the success of an organization
- Outline the needs of some of the organization's external customers
- List their main internal customers and outline some of their needs
- Outline the ways in which they help to meet the needs of their external and internal customers
- Suggest ways in which they might further meet those needs

SECTION 5 – CONTINUAL IMPROVEMENT

- Define what quality goods and services are
- Recognize the importance of continually improving goods and services
- Discover areas for improvement in resources, processes, relationship conditions and self-management
- Plan and carry out improvements on the basis of learning from observations

SECTION 6 - TOOLS FOR QUALITY MANAGEMENT

- Understand the use of flowcharts as both a tool for identifying complexity and involving people in the problem-solving process
- Understand the use of fishbone diagrams as both a tool for identifying complexity and involving people in the problem-solving process
- Understand that the involvement of those who will implement improvements is key to gaining their motivation and cooperation

GROUP MEETINGS 7, 8, & 9 - FINAL PRESENTATIONS

- Participants presentations of one of three implemented "Ideas for Action"