**Sandler Management Accelerated Program**

Also known as S-MAP: A 12-Week Program on Basic Elements to give the leaders in your company a road *MAP* to Management Success. Learn the Skills to Manage, Develop, and Retain your most valuable resource … *Your Employees.*

**The 12-Week Road Map** *Each S-MAP cohort will max out and is limited to a maximum of 16 participants.* Please note, the order of topics may adjust, based on a given topic and the needs of the participants.

* **The Importance of Transparency in Leadership** - Transparency has been growing as a performance management trend over a couple of years now and will be the most valued leadership traits in 2023 and onward. Millennials make up the largest generation in our workforce. Both Gen Z’s and Millennials state that the most important quality for being a good leader is honesty and transparency. To develop our own effective management process, we must first understand the history and social construct that underlies most management best practices.
* **Communication #1 -** To effectively manage their people, the manager must not only understand them, but must also understand the dynamics of interaction with and between them. By better understanding their people, participants are in a more advantageous position to help them grow, which in turn, can increase productivity.
* **Communication #2** - The ability to communicate effectively is an essential management tool. Participants will develop a model for good communication and improve their own communication skills with reports, peers, and senior leadership as well.
* **Communication #3** - Not every employee interaction is a good one and sometimes we are less than stellar at how we react to things and allow them to make us feel. There are many circumstances, encounters, and situations that can make employees feel devalued. In this lesson, we will be understanding why certain people can be difficult - Using Sandler Training® techniques to resolve conflict – Learning how to maintain our control in difficult situations.
* **Selecting and Interviewing** – Ever hired a person you thought would be perfect for the job just to find out you were completely wrong, and they just interviewed well? Participates will learn how to select the right candidates to interview and a systematic process for interviewing to weed out the candidates who merely “put on a good show.”
* **Hiring and Onboarding –** We all know a bad hire is an expensive one. With all the time spent on interviewing and hiring, we spend little time on the most important piece, onboarding. Participants will learn how to shrink the number from the time to hire to the time of profitability.
* **Conflict Management / Managing work relationships** – Participants will discover that it is natural for conflicts to develop when people with different values, behaviors, and goals work together. However, with the use of appropriate communication skills, managers can mediate the conflicts and facilitate the “win-win” solutions that do the least harm and the best for people.
* **Leadership Roles** – Participants will develop a systematic process for the four critical management roles: Supervising – which derives its authority from the manager’s hierarchical position in the company; Coaching, Training, and Mentoring – whose authority evolves from the relationship. They will examine how they invest their time in these functions and learn to be proactive about the distribution of time in those efforts.
* **Managing Performance / Setting expectations and accountability** – Participants will learn a simple and effective methodology for performance evaluation, performance improvement, accountability, and disciplinary measures. Participants will come to see that performance evaluations are an integral part of the process of continuous performance improvement, and necessary for managing turnover in a productive manner.
* **Time Management / Staging Effective Meetings** – Participants will learn to schedule their activities in a time-oriented matrix, how to handle timewasters, and minimize interruptions. They will also develop a structured approach to staging and facilitating meetings.
* **Maximizing Personal Performance** – Participants will identify their own ineffective tendencies and habits and develop a plan to minimize their affect while learning to eliminate them over time. They will also learn a structured model for delegation of tasks and follow up.
* **Goal Setting / Proactive Planning** – Participants will be introduced to the three categories in which many motivational factors fall: relationship, status, and achievement. The manager’s first step in creating realistic performance expectations is to determine what motivates their team members. Participants will also learn a framework for short- and long-term planning.

**Understanding Sandler’s Learning Process:**

**#1 AWARENESS - #2 KNOWLEDGE - #3 SKILL - #4 MASTERY**

Sandler Training is not a one-shot, quick fix designed to fill you and your team with catchy cliché and short-lived enthusiasm. It’s based around an ongoing development program grounded in proven communication and psychological theories, powerful strategies, and masterful techniques that you and your people can use to develop yourselves both professional and personally and use for the rest of your lives. This 12-week S-MAP will give you the **AWARENESS** of items you will need to work on to become a successful communicator and leader. It will also give a ton of **KNOWLEDGE,** in a “fire hose” setting in only 12 sessions. We will discuss some of the **SKILLS** required to perform all these tasks, however we do not have the time to perfect them in this short time. To gain **MASTERY** of these skills and techniques, once you have completed this program and have participated in at least 10 of the 12 live sessions, you will be given the opportunity to continue into our ongoing, once a month Leadership Program, consisting of Managers/Owners, allowing you and your company on the road to organizational excellence and keep you moving forward.

**Included in the 12-week S-MAP Course:**

* **Training:** 1.5-hour weekly training for 12 weeks. Live instructor led training sessions delivered remotely via video conference.
* **Coaching:** Unlimited access to live coaching with your trainer/coach on the real- world management situations you face. Available during the 12-week training period.
* **Reinforcement:** A 1-year subscription to the Sandler Online Reinforcement Portal. This contains access to the digital training material for the course. It also contains a suite of tools you can use with your team for many of your management tasks long after your training has ended. There are hundreds of hours of content you can use for your learning and to train your team on key subjects.
* **Self-Development tools:** You will take an assessment to identify key strengths and areas of potential development. Analysis and review session with you (as well as immediate supervisor if applicable.)
* **Feedback:** One 30-minute feedback session will be offered to you (as well as your immediate supervisor if applicable) in the last few weeks of training to review your learning and implementation and help them capitalize on the content skills taught.
* **Certificate of Completion:** Proof of successful completion signed by your trainer. Please note, participant will need to attend a minimum of 10 live, instructor led, training sessions to receive a signed certificate of completion from the trainer.

**Time Commitment:**

* 12 weeks. Wednesday(s) 10:30am – 12pm Beginning March 1, 2023
* Session Recordings will be provided to those who must miss any of the 12 weeks.

**Investment:**

* Please contact your trainer

**Training given by:**

Kaysi K. Curtin

President | Owner

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*“Train people well enough so they can leave, treat them well enough so they don’t want to.”*