

Managers Only Workshop: start time 8am

1. **Introduction and Icebreaker**
2. **Learning Objectives**
3. **Quiz: Are You an Effective Leader?**
  - Quiz debriefing
4. **Bad Manager vs. Good Leaders**
  - Bad Managers:
    - Have no clear roles and responsibilities
  - Good Leaders:
    - Define roles and responsibilities (“who does what”-activity)
    - *Managers are given a checklist of duties and will be asked to demonstrate which are theirs and which are their Assistant’s.*
  - Bad Managers:
    - Discourage innovation and creativity
  - Good Leaders:
    - Foster innovation and creativity (un-tap hidden talents-activity)
    - *Prior to the class, Assistants will be asked to submit to training a hidden talent they possess which will be revealed to the Managers at this point. The Managers will have to take that talent and incorporate it into solving a common workplace challenge.*
  - Bad Managers:
    - Refuse to delegate
  - Good Managers:
    - Understand the art of delegation (the 2 types of delegation-activity)
    - *This activity centers around delegating for results and delegating for employee development. Managers will form groups and discuss how various opportunities for delegation benefit not only the Managers, but enrich their Assistants as well.*
  - Bad Managers:
    - Give no feedback
  - Good Managers:
    - Are generous with their praise (creating a “thank you” card for their assistants-activity)
    - *Managers will create thank you cards for their Assistants to be given during the 2<sup>nd</sup> portion of the training.*

Assistants will now join the workshop: start time 10:30am

5. **Introduction**
6. **Learning Objectives**
7. **Activity: What is Synergy?**
  - *Managers and their Assistants will be asked to create their definition of synergy and give an example of a couple (real life or fictional) who exemplify that definition.*
  - Activity debriefing
8. **Synergy at Work**
  - Sharing a common team purpose and a clear vision
  - *Activity: Teams create a team name, logo/mascot, and choose a famous slogan which represents their partnership (i.e., “We try harder”-Avis, “Quality is Job 1”-Ford, etc.). Teams will also have to develop a long-range goal (6-months).*
  - Activity debriefing
9. **Developing Goals**
  - S.M.A.R.T. goal setting

- Revising those 6-month goals from the previous exercise. (Usually, after covering what a “SMART” goal is, teams will need to revise their goals to reflect the 5 principles of goal setting.
- How synergy factors into achieving that S.M.A.R.T. goal.

#### **10. Trust is a Core Principle**

- Trust is the cornerstone of teamwork.
- *Activity: Teams will be asked to complete a timed task. A limited amount of information will be given to the teams regarding the activity and then the Assistants will be asked to leave the room. The Managers will begin the task and after 2 minutes, be told to stop, exit the room and the Assistants will enter and resume the task. This will continue for 4 rounds before the teams are reunited so the task may be completed together.*

#### **11. Putting it all together**

- Mapping out 30-, 60-, and 90-day goals
- *Activity: Using the roles and responsibilities which the Managers developed earlier in the day (see #4), the teams will select 3 items currently belonging to the Manager. These goals will be classified as a 30-, 60-, or 90-day goal and together, each team will map out a game plan to achieving those goals.*

#### **12. Closing**

- Managers present their thank you cards
- Remarks
- Assignment review

You have been registered for a

# ONE DAY WORKSHOP

For Community Managers  
and their Assistant Managers

The SPM Academy's  
"Partnerships That Work"  
Workshop

October 16, 2008  
At "The Top" of Highland Manor  
2040 Highland Ave.  
Birmingham, AL

Join us for a jam-packed workshop specifically designed for Community and Assistant Managers. This workshop will explore working relationships, encourage understanding and promote a higher level of communication between these two roles.

**Topics Discussed:**

Are You An Effective Leader?  
Good Leaders vs. Bad Managers  
What is Synergy?  
Synergy at Work  
Developing Goals  
Trust as a Core Principle

Managers' session begins at 8am  
Assistants will join us at 11:00am  
Lunch will be provided

*See you there!*