

THE PRINCIPLES OF  
**GREAT MANAGEMENT**

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PROGRAM INFORMATION



CONCHIE ASSOCIATES



## OVERVIEW

Manager quality is one of the single most significant factors limiting the growth and effectiveness of companies. The variability in manager performance and quality significantly impacts employee engagement and has a detrimental effect on overall company culture. The simple truth is that too many people are promoted for technical capabilities and then find themselves in manager positions, ill-equipped and poorly prepared for the challenge of inspiring and leading teams.

This program aims to address the focus, behavior and broader development needs of managers looking to improve their capabilities. The Principles of Great Management teaches managers essential skills and capabilities designed to drive both high engagement and superior performance.

The program is delivered in person by two facilitators and features an initial 2-hour webinar, a single day on site (at a venue chosen by the client), followed up by a 2-hour webinar after 3 months.

## REQUIREMENTS FOR THE PROGRAM

The program is limited to 16 participants. Every person attending the session must be a participant – no “observers” are allowed.

**All programs must focus on either Sales or Functional Managers (HR, Legal, Operations, Marketing etc.).** This enables us to address the very different demands of sales management and sales leadership in comparison to managers and leaders in non-sales roles.

All participants must be current (or soon will be) hiring managers. **Each program we deliver must be focused EITHER on Managers of Individual Contributors OR Managers of Other Managers – participants must not be mixed between these groups.**

All participants must bring a cell phone on which they have downloaded the free app – “Poll Everywhere” available for IOS and Android.

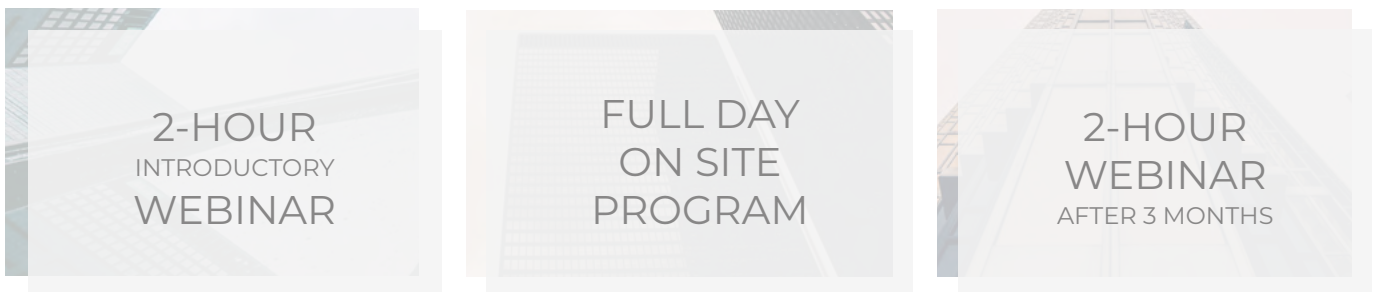
MANAGER QUALITY IS ONE OF THE SINGLE MOST SIGNIFICANT FACTORS LIMITING THE GROWTH AND EFFECTIVENESS OF COMPANIES.



## OUTLINE

This program is crafted and adapted to the specific needs of clients and their participants. However, there are some core elements that are required. The specific agenda for the day will balance these core elements with any specific client focus or preference. The following is not an agenda but a description of the key components of our program.

## CORE ELEMENTS



## 2-HOUR INTRODUCTORY WEBINAR

THIS SESSION WILL INTRODUCE ATTENDEES TO THE PROGRAM AND WILL FOCUS ON THE FOLLOWING ISSUES:

1. Overview of the program purpose and expectations
2. Description and explanation of the white paper outlining the program content
3. Setting up attendees to go through the e-learning
4. Setting expectations regarding the tasks to be completed as part of the e-learning – there are essential projects and exercises that need to be completed to get the best out of the e-learning
5. Overview of important management fundamentals with respect to selecting for talent, behaviors that drive engaged teams, and managing for performance
6. Emphasis will be placed on objective performance management as an essential component of management excellence
7. Setting expectations regarding the in-person, full day training session





## FULL DAY PROGRAM

The morning of the full day program will build from the e-Learning and dig deeper into the **7 Principles of Great Management.**

The afternoon session will focus on hiring and selecting great team members and will cover research-based approaches to interviewing and selection.

1. POSITIVE LEADERSHIP
2. BUILDING TRUST
3. DRIVING HIGH ENGAGEMENT
4. PUTTING “A” PLAYERS IN “A” ROLES
5. OBJECTIVE MEASUREMENT OF PERFORMANCE
6. FOCUS ON STRENGTHS
7. PRAISE AND RECOGNITION

- Introduction to talent as a differentiator in hiring
- Understanding assessment terminology – validity, reliability
- Defining key selection criteria – experience, skills, knowledge, motivation and talent
- Defining fundamental job requirements
- Building a talent model
- Developing face to face interview questions
- Scoring candidate responses
- Managing the candidate experience
- Considering EEOC requirements
- Diversity
- The ‘do’s’ and “don’ts’ of selection – how to set up the overall process for internal and external candidates. How to provide candidate feedback. What to say and what not to say – the best advice in selection practice

## SINGLE DAY PROGRAM CONCLUSION

The full day program ends with a review of each of the main issues. We provide a summary booklet with recommended activities and further reading, and we review what we would like participants to put into practice. Each participant is invited to summarize the key points they have learned. We conclude by highlighting the structure of the webinar we will deliver in 3 months’ time.



## FOLLOW-UP WEBINAR

3 months after the in-person program we invite all participants to attend a video webinar for 2 hours. This will review key learnings from the program and explore issues, challenges and specific questions arising from participants' experiences over the intervening time. We will encourage participants to share their key learnings – the things that went well and the things that didn't. We will facilitate a discussion of the most important learnings and also help answer any questions that arise.

We will present any new information or research insights that have come to our attention since the single day program.

We offer clients an email response service for on-going questions regarding selection approaches on a retainer basis. Unfortunately, we cannot offer to adjudicate between candidates under consideration for employment outside of a formal selection and assessment contract.

## INVESTMENT

Introductory webinar, single day program plus follow-up webinar delivery. Inclusive of all set up calls and discussion of content. Materials will be provided in electronic format. For 16 participants per program. Exclusive of travel and expenses. Additional participants up to a maximum of 20 at \$800 per participant.

PROGRAM COST  
**\$16,000 USD**

16 PARTICIPANTS

ADDITIONAL  
**\$800 USD/  
PARTICIPANT**

UP TO 20 PARTICIPANTS



## CONTACT

PLEASE CONTACT BARRY CONCHIE OR SARAH DALTON FOR FURTHER INFORMATION AND TO DISCUSS YOUR SPECIFIC REQUIREMENT.



**BARRY CONCHIE**  
PRESIDENT

[barry@conchieassociates.com](mailto:barry@conchieassociates.com)



**SARAH DALTON**  
PARTNER

[sarah@conchieassociates.com](mailto:sarah@conchieassociates.com)

We are committed to bringing research insights into world-class development programs that will help individuals learn, grow and achieve top performance.

With over 35 years of experience in the areas of psychometric assessment, executive coaching, top-level succession planning, individual and team optimization, organizational effectiveness and strategic alignment, Conchie Associates can help transform your business for long-term success.