Key Managers
Three Programs

Key Managers, the problem solvers of day-to-day functioning, will gain a substantial toolkit to appropriately influence, motivate, and lead teams and achieve goals set by Senior Staff. The courses below will reflect real-case scenarios and will incorporate experiential learning through interaction, case studies, and other activities. Additionally, managerial and leadership traits are honed through the development of an environment safe for practicing new behaviors and modeling effective leadership to direct reports.

Managing Change and Building Effective Teams (2 days)
Learning Objectives:
• Leading Change: The Manager’s Role; The Consultant’s Role and Style
• Aligning department goals with Baruch’s new Strategic Plan
• Employee empowerment and interpersonal interventions
• Motivation and change
• Continuous improvement processes and self-managed work teams
• Dealing with conflict management
• How to conduct effective team meetings
• How to apply behavioral coaching

Building a Culture of Service Excellence for Internal and External Audiences (1 day)
Learning Objectives:
• How to implement the new Strategic Plan
• How to enhance services provided with the goal of improving customer satisfaction
• How to recognize the value of identifying your internal customers
• Utilizing customer segmentation to meet your internal customers’ needs
• Applying methods for improving interdepartmental communication
• Empowering employees to offer good service to their internal customers in a given scenario
• Communicate using ‘Principles’ instead of ‘Policies’
• How to move from the ‘Gold Standard’ to the ‘Platinum Standard’

Implementing Effective Business Intelligence Strategies (1 day)
Learning Objectives:
• How to effectively manage information
• How to differentiate sources and types of data
• How to utilize systems and processes to improve service and performance