



## Become a High-Performing Manager

The quality of the relationship between managers and employees determines the level of employee satisfaction and performance. In fact, their manager is one of the key reasons why people leave or stay with an organization. Therefore, investment in management development can have a direct effect on an organization's results and culture.

In our management development curriculum, we focus on the skills and processes that are the best practices of high performing managers. These competencies are essential for turning strong individual contributors into new managers—as well as building excellence with experienced managers.

### Skills/competencies addressed by JDA's Management Programs:

- \* Setting clear performance standards
- \* Driving for results
- \* Coaching and motivating people
- \* Communicating clearly
- \* Delivering feedback
- \* Problem solving
- \* Getting agreements
- \* Resolving conflict
- \* Navigating politics
- \* Situational leadership
- \* Accountability and confronting poor performance
- \* Handling difficult conversations
- \* Managing change
- \* Delegation skills
- \* Managing performance
- \* Conducting performance appraisal meetings
- \* Listening and being approachable
- \* Facilitating effective meetings
- \* Building a team
- \* Interviewing skills
- \* Adapting your behavioral style