

Do your managers effectively utilize the performance evaluation process?

Are your supervisors able to successfully overcome resistance to change?

How well do your leaders deal with conflict on their teams?

Excellence in Leadership

Developing Tomorrow's Leaders Today

We're a Little Different

Our **hands-on** learning, **small and collaborative** classes, and **discussion based** sessions have positioned managers for growth and success across industries throughout Western New York.

Who should attend this program?

This program is designed for individuals in supervisory and managerial positions that are either new to management or that could use sharpening of critical skills identified to predict success in leadership roles.

- **New managers and supervisors**
- **Managers and supervisors who need a boost to their skills**
- **Staff with promotion potential**

**Register soon,
classes fill quickly!**

Program Details

Training is conducted over a semester-long series of six courses:

1. **Hiring the Right People**—Interactive session that helps managers hire the best performers.
2. **Change Management**—Trains leaders to successfully introduce change that drives performance in their organization.
3. **Conflict Resolution**—Teaches best practices in dealing with conflicts specific to each participant's role.
4. **Performance Evaluation**—Strategies to utilize positive feedback and constructive criticism to move an organization forward.
5. **Performance Management**—Includes a template to drive optimal performance in their organization.
6. **Managing Your Career**—Active career planning includes: defining short and long-term objectives, importance of mentors, and obtaining ongoing education and training.



For more information:

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