



The College at
BROCKPORT
STATE UNIVERSITY OF NEW YORK

New Tools and Development Opportunities for Managers

Office of Human Resources

1. Manager Development Program

A comprehensive **Manager Development Program (MDP)** has been created to help employees in supervisory and management positions enhance their skills and confidence in leading others. The program was piloted in 2008/09 and refined based on participants' feedback. Here are some of their comments:

"The MDP program was a wonderful experience. It is a great learning tool for new supervisors/management or for folks who have been in that position for a while and want to "brush up on their skills." It was definitely worth the time commitment and I truly believe I will benefit from this for my future years here at The College and at home."

"As a member of the first group to participate in this program, I have been impressed by the quality and comprehensiveness of the sessions...It is one of the best things I participated in at Brockport in some time"

A post-program review was conducted with the pilot MDP participants 15 months after starting the program to assess the extent to which the learning had been used in the workplace. Participants reported they were, on average, still actively applying learning from 70% of the topics covered.

Content

Each module available every 8-10 weeks on a rolling schedule, starting July 2010

- Orientation – Expectations; getting the most from the program
- Self Assessment – Work style; manager skills, talents and blind spots
- Essential Skills – Managing time and priorities, goal setting, motivation
- Interpersonal skills – communication; assertiveness
- Supervisory Skills – Effective performance management; delegating; coaching
- Teams – Team development/dynamics; effective meetings
- Developing Others – Succession planning; individual development planning
- Difficult Conversations – Dealing with conflict; tackling problems
- Challenges – Managing change; stress and wellbeing
- Review – Repeat self-assessment; future development planning

Who's it for? What's Involved?

The **MDP** provides comprehensive training in the soft skills supervisors and managers need to lead others effectively. Individuals may sign up for the full program and gain a certificate on completion, or select specific modules according to their immediate development needs. Each half-day module will be offered at least five times throughout the year in different time slots. Participants can sign up for any module in any time slot and (with some minor exceptions) in any order they choose.

Information sessions are being held throughout the month of June so that this opportunity may be considered in performance program development.

While the **MDP** is primarily aimed at staff, the principles covered are also relevant to faculty positions. The program provides valuable preparation for those who don't yet hold a supervisory position but aspire to do so in the future.

Please attend one of the informational sessions listed on the back of this brochure to find out more about the **MDP** and other practical tools available to help supervisors and managers.

2. Tools & Resources

Come to an information session to learn more about any of the tools/resources described below.

◆ **Want to be more confident having those difficult conversations with employees about their performance?**

Our new **competency model** created with the campus community provides a list of behaviors that have been identified as important for effective performance in our work environment. It is a useful self-assessment tool for individuals to identify their own development priorities. It is also a useful tool for supervisors and managers who need to deliver constructive feedback but are unsure how to do it well.

◆ **Has the make-up of your team changed or is it likely to do so soon? Need to make sure that operations and leadership in your unit are ready for the future?**

The new **guide to knowledge management and succession planning** teaches you It's not about 'grooming' someone for promotion – it's about supporting the development of all employees, broadening career progression opportunities and creating a flexible pool of employee knowledge and skills so we are all better prepared for whatever challenges may lie ahead.

Tools & Resources

◆ **Find it difficult to make performance programs and evaluations constructive, helpful and meaningful?**

The new **guide to effective performance management** explains the essential principles of effective performance management and provides guidance on constructing and using meaningful performance programs, which can also make objective evaluation easier.

◆ **Want 1:1 support with your own development or career planning?**

Interested in giving back and developing yourself by mentoring others? Join the **mentoring network** to find a mentor or offer to be a mentor (or both!). Mentor training provided.

Information Sessions

Come to an information session to find out more – all sessions 12:00 pm – 1:00 pm in the Allen Administration Building 4th floor conference room.