

MANAGEMENT DEVELOPMENT PROGRAM



Moving forward to the next level of leadership within any organization demands a significant shift in how we evaluate, assess, respond, recommend and lead. This is not a naturally acquired skill and can take years of on-the-job training. The Management Development Program (MDP) accelerates the acquisition of these personal and professional skills by providing a multi-faceted perspective on business, leadership, and the organization. You will emerge from MDP with the all-inclusive mindset that cultivates a strategic vision that will build a competitive advantage not only for your organization but also for your career.

Designed to transform accomplished leaders into outstanding managers/directors/executives/board members, MDP prepares you to embark on new leadership responsibilities. Throughout this intensive, cross-functional collaboration, lively exchange with faculty and peers will refine your judgment, enhance your analytical skills, and increase your confidence to discern, evaluate and pro-actively respond as a results-focused leader. The MDP curriculum will present a comprehensive picture of what leadership looks like with an emphasis on how leadership is oftentimes more practical than abstract.

Curriculum

MDP is a 16-month certificate program designed to help you build a cross-functional perspective beyond your area of expertise and contribute to your organization's growth from a strategic point of view. MDP participants can expect a tightly orchestrated, learning model comprised of three areas: 1) Confidence as a Leader, 2) The Managerial Landscape, and 3) Structure from a Visionary Perspective. MDP will be offered monthly with occasional expert guest speakers for specific topics. Each session is approximately 2 hours in duration, led by on-site facilitation guided by video modules from content experts in the field of management.

You will be required to complete a practicum through a Business Improvement Proposal (BIP). The BIP should address a departmental challenge and provide an in-depth proposal to resolve and overcome the situation. You will return to your organization with a deeper understanding of how an organization is driven by its values, how to develop robust interdepartmental teams, and how to take advantage of opportunities that arise from any given global market situation.

Focus

MDP is centralized around how we diagnose a situation and how we respond to action. MDP individuals will tackle the intricacies of general management by learning how to establish strategy, build or rebuild an organization, navigate the organizational and personal bureaucracies to change, and how to continue driving for results. This rigorous and action-oriented curriculum will spur peer-to-peer collaboration and throughout the stint of this program, you will also have access to your company's leaders and executives who will help enhance your learning process and contribute towards your practicum project.

Candidates

This leadership development program is designed for managers/directors/executives/board members who have recently acquired management responsibilities. It is also appropriate for experienced leaders who have important cross-organizational responsibilities, who need a broader perspective on a company's operation, or who will soon become business unit, divisional, or regional leaders. Individuals who want to develop a more comprehensive, integrated perspective and sharpen their strategic, financial, and leadership skills will benefit most from this program.

Graduation

Upon successful completion of your program, you will be invited to attend the graduation ceremony to celebrate this occasion in January the following year

Tuition

\$8,000 covers all sessions and required materials.

Admission

Please submit your application at least eight weeks prior to the program start date. Qualified candidates will be admitted on an availability basis, so early application is encouraged. Admission is selective and based on professional achievement. Although there are no formal educational requirements, proficiency in written and spoken English is essential. Because the MDP program enhances the leadership capacity of the participants as well as their organizations, this program expects the full commitment of both. While participants are attending a program, their sponsoring organizations agree to relieve them of their work responsibilities so that they can fully focus on the learning experience. The design of this program is for employees to be able to meet all coursework requirements during the natural course of a typical workday. The program reserves the right to change management topics and lectures as needed based on student's needs and interests.

YEAR
1
Management
Foundation

Month	Session
September	Understanding Management
October	Managing Performance / Strengths Finder Luncheon
November	Managing People
December	Managing the Business

YEAR
2
Leadership &
Strategy Development

Month	Session
January	Leading & Working in Teams Stepping Up to Leadership
February	Coaching & Developing Employees
March	Managing Employee Performance Problems
April	Building Customer Loyalty Leading a Customer-Centric Culture Working with Upset Customers
May	Operations Management Fundamentals
June	Competitive Strategy Fundamentals
July	Enhancing Your Productivity Solving Business Problems
August	Business Innovation Fundamentals
September	Practicum
October	Practicum
November	Practicum
December	Present Business Improvement Plan

Year 1 Curriculum - Management Foundation

Month

Class Description

September

Understanding Management

- What is management?
- Knowing when you're managing and when you're leading
- Exploring manager roles
- Understanding management styles
- Choosing the right style

October

Managing Performance

- Managing the performance process
- Hiring employees
- Onboarding
- Setting employee goals
- Coaching employees
- Addressing performance problems
- Letting people go
- Managing team performance

November

Managing People

- Going from peer to manager
- Establishing trust
- Motivating and engaging others
- Delegating responsibilities
- Avoiding micromanagement
- Resolving conflict
- Having productive meetings
- Managing multiple generations
- Managing millennials
- Managing up
- Managing remote employees

December

Managing the Business

- Managing your time
- Managing project performance
- Managing budgets
- Knowing HR regulations
- Making business decisions

Year 2 Curriculum - Leadership & Development

Month

Class Description

January

Leading & Working in Teams with Amy Edmondson

Harvard Business School professor Amy Edmondson outlines the roles of leaders and members of the teams in creating high-performing organizations.

Stepping Up to Leadership with Scott Blanchard

Learn the seasoned leadership tips of Scott Blanchard, son of The One Minute Manager, who is continuing his father's legacy as a global business-training leader.

February

Coaching and Developing Employees with Lisa Gates

Learn how to coach, transform, and empower employees and teams in ways that increase retention and improve the bottom line.

March

Managing Employee Performance Problems with Todd Dewett

Discover successful, repeatable scripts to use when employee difficulties arise.

April

Building Customer Loyalty with Jill Griffin

Learn how identify and retain your most valuable customers and keep them loyal for life.

Leading a Customer-Centric Culture with Jeff Toister

Discover how to chart your team on a course to focusing on the customer, with three no-nonsense tips.

Working with Upset Customers with Jeff Toister

Get proven techniques for neutralizing angry customer behavior as well as preventing it from occurring in the first place.

May

Operations Management Fundamentals with Eddie Davila

Learn how to identify the operations systems in your workplace and use operations management tools and concepts to improve outcomes, efficiency, and innovation.

June

Competitive Strategy Fundamentals with Anil Gupta

Global strategy expert and author Anil Gupta provides a primer on competitive strategy: being faster, better, and cheaper than the competitors in your market.

Year 2 Curriculum - Leadership & Development (continued)

Month

Class Description

July

Enhancing Your Productivity with Dave Crenshaw

Discover and learn to focus on your most valuable activities in order to enhance your productivity.

Solving Business Problems with Mike Figliuolo

Author and executive trainer Mike Figliuolo teaches you how to solve business problems using a repeatable process.

August

Business Innovation Fundamentals with Drew Boyd

Learn how to apply strategic innovation to build products and services for your company.

September

Practicum

October

Practicum

November

Practicum

December

Present Business Improvement Plan