

Professional Development Training for Managers



CONCORDIA CONSULTING
Karen Snyder, MS, CSP, and CPF
**TRANSFORMING PEOPLE,
PRODUCTIVITY, AND PROFIT**

Research indicates that the single most important factor in employee retention is an effective and respectful manager/employee relationship. A successful leader helps each employee rise to be their very best and their organization function at the highest levels. These interactive courses will provide managers with the skills they need to create a positive and productive workplace culture while staying competitive in today's marketplace. This comprehensive program is customized by selecting the modules needed by your leaders and delivered at the pace that works for your organization. Participants will interact and learn from one another with the expertise, guidance, and direction of a skilled facilitator.

Programs:

- The Role of the Manager
- Giving and Receiving Constructive Feedback
- Managing Performance and Goal Setting
- Managing Disagreement and Channeling Workplace Conflict
- Blame, Shame, and It's Not My Fault
- Time Management, Creating Positive Daily Habits, and Taming Email
- Interviewing and Selection Skills
- Engaging Today's Work Force
- Presentation Skills
- Meeting and Facilitation Skills
- Business Negotiation
- Diversity, Inclusion, and the Impacts of Unintentional Bias

(See Reverse Side for Program Details)

About Karen Snyder



Karen Snyder is a nationally-recognized thought leader, inspirational author, and facilitator on corporate culture, building teams that thrive, and attracting and retaining the right talent at every level.

She partners with C-Suite leaders and HR professionals to develop synergy within organizations and to encourage employees to be better problem solvers, communicators, and role models for one another. Karen's enthusiasm, energy, and humor are contagious, and she brings her passion for people to every program.

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Frequently Requested Programs

The Role of the Manager

Evaluate your business environment in our constantly evolving workplace and implement new strategies to help all employees contribute fully within your organization.

Giving and Receiving Constructive Feedback

Develop and practice a model enabling leaders to provide constructive feedback and solve problems.

Managing Performance and Goal Setting

Motivate your staff and guide them in setting realistic and attainable goals.

Managing Disagreement and Channeling Workplace Conflict

Gain skills for working through conflict and improving dynamics at work, as well as for channeling disagreement for positive outcomes.

Blame, Shame, and It's Not My Fault

Uncover the high cost of blame in organizations and build accountability into your culture.

Time Management, Creating Positive Daily Habits, and Taming Email

Work smarter so that you get more done in less time, even when deadlines are tight and pressure is intense.

Interviewing and Selection Skills

Learn various interviewing techniques, as well as how to stay within the legal guidelines, in order to attract, hire, and retain the best candidates.

Engaging Today's Work Force

Create a culture that attracts, engages, and retains the top talent in a workforce that is quickly changing and includes international, remote, and often very highly skilled workers.

Presentation Skills

Improve your ability to present ideas in a sales situation, a business meeting, or a one-on-one meeting with your CEO or Executive Director.

Meeting and Facilitation Skills

Be more effective in your meetings, from small working groups to all-staff events.

Business Negotiation

Learn skills to effectively negotiate for additional resources, improved working conditions, and additional opportunities for employees.

Diversity, Inclusion, and the Impacts of Unintentional Bias

Understand unconscious bias and learn how to mitigate the consequences in order to make diversity a true asset to your organization.