



T&J Associates of New Jersey LLC

531 Saratoga Place
Smithville, NJ 08205

tjassociates@verizon.com
<http://tjassociates.homestead.com>

Improving Management Techniques

Mini-Series on:

- **Leadership**
- **Problem Solving**
- **Performance Appraisals**
- **Interviewing**
- **Negotiating**
- **Coaching**
- **Workplace Civility**

Many training programs are learning instruments on how to perform in certain areas. This mini-series training program is no exception for it provides self-assessments on how one currently performs in seven management areas, compares their style with basic management techniques, and shares enhancement and alternative techniques.

Leadership

Effective leadership is a key characteristic for successful organizations. In this mini-series, participants identify their preferred style of leading others, discover how they can capitalize on their style strengths and minimize style weaknesses, and learn how they can adapt their styles when necessary to interact most effectively with others. The four leadership styles used for comparison and discussion are Direct, Spirited, Considerate, or Systematic.

Problem-Solving

Often, the participative approach to solving problems is the most appropriate but not used for various reasons to include lack of techniques or confidence. The Problem Solving mini-series helps participants to determine whether their problem-solving and decision-making styles work for or against them. Combining self assessment with observer feedback, individuals create a personal profile and become acquainted with each style.

Performance Appraisals

Managers can turn performance appraisals into productive and even enjoyable experiences. This Performance Appraisals Skills session identifies strengths and

weaknesses in specific skill needed to conduct effective performance appraisals, compares their skills with a norm group of managers and supervisors, and learn a model for conducting effective performance appraisal meetings.

Interviewing

This behavioral interviewing mini-series gives participants the skills to make the best hiring decisions and avoid costly blunders. At the same time, participants have an inside track on how their prospective interviews should be handled as well as how they are viewed during interviews. The program begins with a self-assessment on participants' communication and listening styles, two key characteristics in interviewing techniques.

Negotiating

The Negotiating mini-series is a win-win, collaborative negotiating assessment for employee and management development training to improve negotiating skills. The assessment identifies a preference for specific negotiating styles based on a national model. We each have a personal negotiating style that influences how we approach and engage the process. Once aware of their negotiating style, individuals are in a better position to acquire good negotiating skills.

Coaching

The Coaching training assessment for management development measures personality style and explores how it relates to coaching and interpersonal relationships. Participants identify personal preference for one of four behavioral styles, develop an awareness of personal behavior patterns, learn how one is viewed by those he or she coaches, and create an action plan to immediately apply in the workplace.

Workplace Civility

Workplace Civility training addresses the particular ways people present themselves, make impressions and influence others in the workplace and how that behavior can be civil or uncivil. Unchecked organizational incivility leads to unwanted outcomes such as lawsuits, retention when retaining top-notch talent is tough, decrease in productivity, and decline in customer service. The program demonstrates how we treat one another and how we can change and help our employees change for the better.

The sessions are based on resources that include self-assessments and general or common techniques determined from national research and studies. The audience serves as a focus group for this project in a win-win scenario. T&J uses the self-assessments and evaluations from the sessions to determine program feasibility and possible program amendments. Participants gain insights on their individual techniques, how other proven techniques may be advantageous as alternatives, and whether new innovative processes can enhance their management styles.

Joyce A. Pratt
Employment Consultant
T&J CEO