



THE MANAGER'S TOOLKIT: ESSENTIAL SKILLS TO SUCCESSFULLY LEAD AND MANAGE OTHERS  
with Dr. Ellen Burts-Cooper  
\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

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Employees who are deservedly promoted into managerial positions because they do well in their current jobs often need additional support and better preparation if they're to successfully manage and/or lead others. In order to be successful and ensure the productivity of the people they supervise, managers need to develop a critical set of skills related to performance management, motivation, team development, communication, delegation and priority management skills. This session will focus on equipping managers with the knowledge and tools they need to effectively manage people and increase productivity in their areas of responsibility. Participants will explore basic managerial concepts, discuss common situations and challenges, and learn how to apply specific strategies and tools to successfully manage people.

### DR. ELLEN BURTS-COOPER

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Dr. Ellen Burts-Cooper is the senior managing partner of Improve Consulting and Training Group, a firm that provides personal and professional development training, coaching and consultation. Improve has been featured in Time Magazine, Black Voices, Smart Business Magazine, Bloomberg BusinessWeek, Cleveland Jewish News, Cleveland.com and Crain's Cleveland Business.

Dr. Burts-Cooper is on faculty at Case Western Reserve University in the Weatherhead Executive Education Program and The Institute for Management Studies (IMS). She is the author of the books "aMAZEing Organizational Teams: Navigating 7 Critical Attributes for Cohesion, Productivity and Resilience" and "Canine Instinct: A Guide to Survival and Advancement in Corporate America." She also created the workshop curricula "Personal Positioning: Building Personal Brand Equity" and "Don't Just Think Outside the Box, Make the Box Bigger."

She earned a BS in chemistry from Stillman College in Tuscaloosa, AL, her PhD in organic/polymer chemistry from Virginia Tech in Blacksburg, VA, her MBA from the University of Minnesota, Carlson School of Business and her Lean Six Sigma Master Black Belt certification from 3M Company.

# TOPICS COVERED

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MANAGE SELF AND TEAM THROUGH LEADERSHIP TECHNIQUES

MOTIVATE THROUGH GOAL AND METRIC SETTING

CONVEY THE MOST IMPORTANT INFORMATION THROUGH EFFECTIVE COMMUNICATION AND MEETING MANAGEMENT

SELECT THE MOST CRITICAL WORK THROUGH PROJECT PRIORITIZATION

EMPOWER THROUGH EFFECTIVE DELEGATION

PROVIDE TOOLS FOR PROPER PROJECT EXECUTION

ENSURE ACCOUNTABILITY BY MONITORING PROGRESS THROUGH METRICS

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