



ELEVATE: Manager Success Training

Why ELEVATE?

KEY PEOPLE

Managers and Team Leaders play a critical role in any organization. They are uniquely positioned to connect with employees and help people and organizations thrive... *if they know how.*

DIFFERENT ROLE

Becoming a Manager or Team Leader means very different responsibilities from past roles. People-managers must fulfill five specific responsibilities well to be successful: Recruit, Engage, Develop, Evaluate, and Retain.

Recruit

Effectively identify what your next great hire looks like, source, and screen candidates to efficiently hire the right person the first time.

Engage

Quiet quitting is more about lack of engagement than leaving an organization. Discover simple yet effective ways to connect with, involve, and engage the people on your team for the best results.

Develop

Successfully recognize an individual's development level and help them grow to become confident, proficient, and committed.

Evaluate

Confidently assess performance and behavior, and learn three types of feedback and when to use which so your feedback is more meaningful, heard, and applied.

Retain

Learn what causes employees to leave an organization and ways you can keep your best and brightest from leaving or being lured away.

SMART INVESTMENT

Given their responsibilities, investing in your Managers and Team Leaders is a cost-effective way to achieve real and sustainable bottom-line results.

70% of the variance in team engagement is determined solely by the manager.

(Gallup, 2019)

How does ELEVATE work?

OUR GOAL

We designed ELEVATE to serve you, your organization, and your people. We are passionate about helping Managers and Team Leaders learn, grow, and improve in their specific role as people-managers, and the HR partners who support people managers.

OUR APPROACH

Our trainers are knowledgeable, experienced, and compassionate. We use the Describe-Demonstrate-Do-Coach technique, with high levels of interaction, to facilitate Managers and Team Leaders as they learn and apply best practices *specific to their people manager role* through the lifecycle of employment:

- ✓ Recruiting & Selection - the right fit for individuals, teams, and organizations is key
- ✓ Onboarding - it should be the start of a great relationship, not just paperwork
- ✓ Growing & Developing Others - growth opportunities are key to employee retention
- ✓ Setting & Leveraging Goals - go beyond a mere goal structure for continuous performance development
- ✓ Providing Feedback, Coaching, & Counseling - know the differences and when to use each
- ✓ Holding Difficult Conversations Well - a critical skill for work and relationships

ELEVATE is delivered live-online via Zoom with a variety of methods used to engage participants:

- Breakout Activities & Exercises
- Case Studies & Scenarios
- 1:1 Coaching

Participants will develop skills and customize tools they can use immediately.



OUR COMMITMENT

We know that implementing new skills back on the job can be more uncomfortable and stressful than in a training setting. Therefore, **each participant receives unlimited 1:1 coaching** during their participation in the ELEVATE program.

Register two or more of your Managers and Team Leaders and we'll discount the cost for you to add your Human Resources practitioner. Human Resources can play a significant role in supporting these new behaviors and skills back in the workplace.

OUR GUARANTEE

If a participant, after attending two consecutive sessions, is not completely satisfied, you can send another participant in their place.

"ELEVATE has given us the tools and confidence to successfully manage our teams."

*Gail W., Finance Director
Ronald McDonald House Charities of W. WA and AK*

For more information, testimonials, and to learn how we can help you, please visit us at www.fitwellHR.com

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Lift Your Business*

RECRUITING & SELECTION

An opening on your team represents a huge opportunity and a significant investment.

Make the most of that opportunity by knowing the manager's role, having a robust process, and using proven tools (even if you have HR).

A good recruiting process will attract qualified candidates from which to choose. A strong selection process helps predict success in the job to set you, your team, and your new hire up for success.

Perfect For: Supervisors, Managers, Team Leads
Prerequisites: None
Length: 2-3 hours
Delivery: Classroom or virtual



PARTICIPANTS WILL BE ABLE TO:

- Clarify the hiring manager's role, whether or not you have HR help
- Create and use a Success Profile
- Improve the outcome of interviews with high quality questions
- Assess candidates effectively
- Complete the recruiting process and confidently extend an offer



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ONBOARDING THE FOUNDATION FOR LONG TERM SUCCESS

Bringing a new employee onboard is a big opportunity... and done well it is a process not an event.

Successful onboarding makes new employees feel welcomed and helps set them up for success by providing information, training, mentoring, and coaching for the first 6-12 months.

Managers who are actively engaged in the onboarding of their people positively affect employee engagement, performance, and retention from the start.

Perfect For: Supervisors, Managers, Team Leads
Prerequisites: None
Length: 2-3 hours
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PARTICIPANTS WILL BE ABLE TO:

- Explain the broader purpose and objectives of onboarding
- Foster inclusion and belonging during onboarding
- Influence onboarding elements within the manager's control
- Create an actionable onboarding schedule and plan



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GROWING & DEVELOPING OTHERS

People are selective about the organizations they join. However, once onboard, their engagement and satisfaction hinge largely on their supervisor and team.

Let us show you how to connect and engage with your people, focus on their development, and positively affect the engagement and performance of your team.

"70% of the variance in team engagement is determined solely by the manager."

Gallup 2019

Perfect For: Supervisors, Managers, Team Leads
Prerequisites: None
Length: 2-3 hours
Delivery: Classroom or virtual



PARTICIPANTS WILL BE ABLE TO:

- Clarify the manager's role in growing and developing others
- Successfully grow and develop those you lead by asking two simple, yet powerful, questions
- Build stronger awareness and connections with those you lead through one key weekly activity

SETTING & LEVERAGING GOALS

Some people love working with structured goals. But for too many the process is cumbersome, or worse goals are handed to them with little opportunity for input.

Regardless of the structure used, goals can help guide focus and sustain momentum toward achieving something truly meaningful... but not if the approach is "set and forget."

Let us help you enjoy more success with your own goals and help those you supervise do the same.

Perfect For: Supervisors, Managers, Team Leads

Prerequisites: None

Length: 2-3 hours

Delivery: Classroom or virtual



PARTICIPANTS WILL BE ABLE TO:

- Enjoy increased productivity with four key benefits of goals
- Successfully approach goal-setting with those you supervise
- Significantly improve the outcome of goals with three simple, repeatable actions
- Leverage goals to engage, grow, and develop those you supervise



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FEEDBACK, COACHING, & COUNSELING

People deserve honest, timely feedback to know how they're doing; supportive coaching to continue learning; and thoughtful counseling sooner not later if they start to trend off-track.

Knowing the types of feedback, developmental coaching versus performance coaching, and when to shift to counseling are all key to helping employees flourish.

Managers who capably employ these skills help their employees and organizations thrive.

Perfect For: Supervisors, Managers, Team Leads
Prerequisites: None
Length: 2-3 hours
Delivery: Classroom or virtual



PARTICIPANTS WILL BE ABLE TO:

- Increase engagement with three types of feedback
- Help employees go further faster with developmental coaching
- Clearly differentiate coaching from counseling
- Make the shift from coaching to counseling with confidence



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MASTERING DIFFICULT CONVERSATIONS

Whether performance related or an interpersonal dustup, as a manager you've likely held a difficult conversation or coached an employee do the same.

Too often difficult conversations are delayed, toned down too far, or simply never started at all. The situation doesn't improve and frustrations linger or grow.

We know it's difficult. Let us show you how to navigate (and coach others to navigate) these conversations successfully.

Perfect For: Supervisors, Managers, Team Leads
Prerequisites: None
Length: 2-3 hours
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PARTICIPANTS WILL BE ABLE TO:

- Increase preparedness with four practical questions
- Initiate a difficult conversation, confidently and respectfully
- Increase effectiveness by using practical listening skills
- Restore and/or strengthen your relationships with others
- Effectively transition to action

ELEVATE

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2023-24 PRICING

NUMBER OF PARTICIPANTS	SIX-MONTH INVESTMENT PER PARTICIPANT	SPECIAL OFFER FOR YOUR INTERNAL HR PRACTITIONER(S)
1	\$ 1,800	--
2 - 4	\$ 1,710	25% OFF
5 - 9	\$ 1,620	50% OFF
10 - 14	\$ 1,530	COMPLIMENTARY
15 +	<i>ABSOLUTELY, LET'S TALK</i>	

**TRAINING YOUR PEOPLE MANAGERS SO THEY CAN LEAD
YOUR PEOPLE WELL IS ONE OF THE SMARTEST
INVESTMENTS YOU WILL EVER MAKE.**

by **fitwellHR**

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