

VIOLAND



MANAGEMENT  
ASSOCIATES



# Management Development Program

*Be Prepared To Lead The Field*

**Continuous Enrollment**

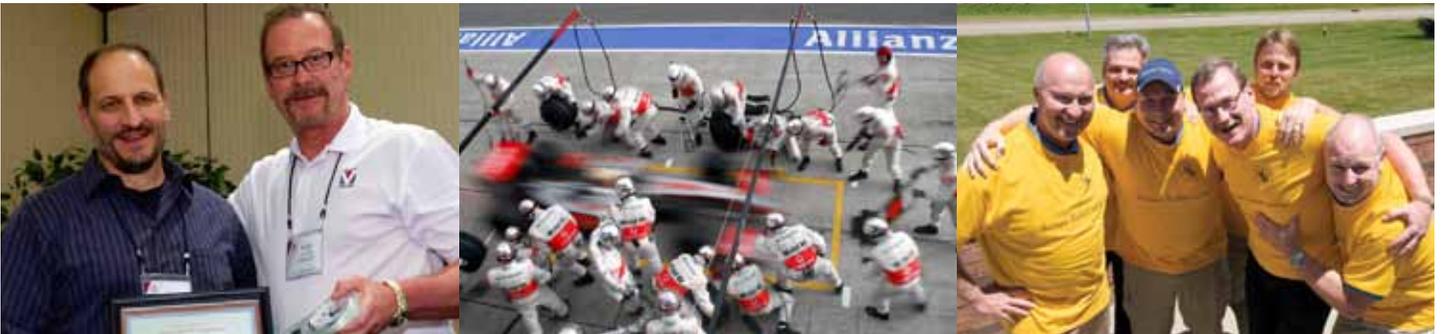


**Web-based**

See Back for Details

# Companies Don't Develop People. People Develop Companies.

There are two major fallacies with modern leadership and management perception. The first is that people will grow naturally into their position. The second is that leaders are born, not made. **Both are wrong.**



## Why Management Development

Management development, specifically industry leading management development, goes beyond the softer side of getting everyone to feel good. As responsibilities increase and the work force extends in diversity and experience, a manager's role to oversee both people and policy has never been more difficult. Every decision made has a cost. It is reflected in performance, company morale, customer service, and profitability. So what is the cost of making the wrong decision? Everything.

Proper management is about understanding behaviors and being firm, fair, and consistent™ in applying them. Violand's Management Development Program is the industry leader in developing these crucial behaviors. The primary objective of this program is to develop managers who can produce measurable bottom line results. Each of the 48-week, web-based classes is geared toward equipping the manager to exceed the goals of the organization. Classes are capped at 8 students and are comprised of owners, managers, and family members looking to assume more responsibility. This allows an open and free dialogue to explore the dynamics of any small business.

## Enable Your Managers to:

- Produce measurable bottom line results
- Make correct, informed decisions quicker
- Make more effective use of time
- Build confidence to address the day-to-day challenges of managing employees
- Become exceptional leaders
- Develop the ability to build and sustain trust
- Learn how to set and communicate expectations
- Manage for accountability and performance

## What We Expect From You

Violand's Management Development Program is a fast-paced and intense learning program that involves a serious commitment from every participant. Each class grows and develops together, and it does not allow for a weak link. Each student is expected to be self-motivated, actively participate in the webinars, and apply the principles discussed to their position. This is a first-rate learning experience, but it's not for everyone. Those serious enough to complete it will be strong enough to make a positive impact on their company.

# What We'll Cover

## Module 1: Foundations of Management

- **Time Management:** Learn how to stay on task and make the most out of your day
- **Basic Supervisory Skills:** Understand the importance of the role of supervisors, focusing on their rights and responsibilities, including how to translate from worker to supervisor
- **Leadership Essentials:** Learn how to be an effective leader by establishing good interpersonal work relationships and developing the ability to spark others
- **Motivation in the Workplace:** Learn the basic motivation theories and concepts, and understand what really motivates employees
- **Managing Positive Discipline:** Approach the disciplinary procedure from a positive, not negative, perspective to solve the problem and maintain the relationship
- **Workplace Safety:** Examine the most fundamental requirements that supervisors must understand and adhere to in order to ensure a safe and healthy workplace for all employees

## Module 2: Intermediate Management Skills

- **Fundamentals of Effective Communication:** Investigate and discuss the concepts of communication necessary for building successful working relationships
- **Managing for Accountability:** Focus on leadership skills and enforce self-improvement in ALL employees
- **Resolving Conflict:** Understand and recognize the differences between destructive and constructive conflict and cooperation including guidelines for resolving issues in today's workplace
- **Coaching for Success:** See coaching as a supervisory activity, and recognize that successful coaching involves guiding employee behavior toward desired results
- **The Power of Delegation:** Learn the components necessary for effective delegation including the benefits and importance of developing your own strategy
- **Performance Management:** Key concepts are explored regarding what causes people to behave the way they do and how to conduct performance evaluations



“I was hesitant to do it at first, but when I found out that other people felt like they really got their monies worth, I took the dive and took the class. The books, extra discussion, and Scott’s leadership was fantastic. It was very beneficial, and I would recommend it to anybody.”

– Paul Swartz, President  
Swartz Contracting and Restoration

## Module 3: Advanced Management Skills

- **Building Trust:** Understand the business case for trust and the steps necessary to create it
- **Advanced Leadership Essentials:** Work on challenging issues faced by leaders and how to influence others toward transformation leadership
- **Effective Decision Making:** Identify your own personal approach to organizational decisions and ways to correct or improve on those skills to make the right business decisions in any given set of circumstances
- **Team Building Skills:** Learn how to identify and build high performing teams and manage them to clearly defined outcomes and goals
- **Creative Thinking:** Explore the importance of strategic and creative thinking for the 21st century supervisor and how to promote it in the workplace
- **Interviewing Skills:** Learn how to recognize the knowledge, skills, and abilities of a candidate to hire “A” players and retain them through proper management



If a company has an employee quit their job within 365 days of completing a Violand professional training program, Violand Management will extend a free seat to the company for the same class to be attended within the next 365 days.

#### Management Development Program participants earn:

- 92 contact hours from RIA
- 2 CECs from IICRC

“One of the wisest decisions I have made since starting my business was enrolling in MDP.”

– Kent Pollard, Owner  
First Choice Cleaning and Restoration

## About the program...



Scott Tackett is one of Violand Management's Business Development Advisors. He is a facilitator, business trainer, and Kent State University adjunct professor whose career has focused on human resource management.

Scott created Violand's Management Development Program to meet a huge need of the restoration and cleaning industries—supervisory and management training.

As restoration companies grow, many owners find themselves in the place of promoting hard working, dedicated employees into management and leadership positions. These can be loyal technicians, long-serving employees, children, or other family members. It may even be the owners themselves taking on new responsibilities. However, in many cases these new managers and leaders have little

previous management experience and are not given the necessary training in management and people skills to perform their new job effectively. As a result, they've been set up to fail.

Consequently, too often the outcome is poor performance, low morale, low productivity, frustration, and ultimately failure for the individual and his staff. The high cost both financially and emotionally to a company can be devastating. Sometimes the owner feels trapped, believing that all attempts at managing his growing business are doomed to fail. Until now.

If you're ready to end the frustration of "all-talk-and-no-action" management and start down the road toward creating take-charge managers in your organization, now's the time to take your first step. Enroll in Violand's Management Development Program.

*Violand Management Associates, LLC is a consulting firm that works internationally to help entrepreneurial companies achieve sustained profitable growth. Violand's Management Development Program is one of several executive development programs offered in addition to our Advisory Services.*

*For more information, visit our website at [violand.com](http://violand.com) or call +1 800 360 3513.*

