



Our approach is unique and focus in on the human side of managing people.

- **People-Centered Approach:** This course is different—it's designed to help you lead and manage individuals effectively by strengthening your soft skills.
- **Expert Insights:** Learn from an experienced trainer who specializes in leadership and interpersonal development.
- **Collaborative Learning:** Connect and share ideas with peers to broaden your perspective.
- **Practical Tools:** Walk away with actionable strategies and techniques you can immediately apply to guide and inspire your team.

Don't Miss Out! Reserve Your Spot.

This is your opportunity to enhance your leadership skills and drive your team to success. [Learn more](#) and [register today](#).

Single Session or Bundle the Series!

Management Excellence is for both members and non-members and can be a single session registration, or **the entire four-session series can be bundled for one rate**. For bundled information, please email april.epley@bestcareeap.org.

Management Excellence Training Series:

Session 1: The Emerging Manager

- Discuss challenges you are most likely to face.
- Understand in what ways your relationship with coworkers must change.
- Develop the skills you need in order to make the transition from line employee to leader.

Session 2: Developing Key Employees

- Plan and set expectations for key employees.
- Monitor and develop your key employee's skills and abilities.
- Review performance, give constructive feedback, and recognize and appreciate the work being done.

Session 3: People and Conflicts

- Learn what ignites conflict in the first place.
- Gain the courage to eliminate your fear of confrontation.
- Know how to resolve tense situations in a way that leave all team members feeling heard, respected, and motivated.

Session 4: The Human Side of Managing Change

- Gain a deep understanding of the psychological thought processes employees go through.
- Understand the value of a growth mindset and how it can help you succeed when navigating change.
- Discover which skills are vital to communicate in a way that turns resistance into trust.

