

Session 4: Risking for Greatness

Day 1 Managerial Muscle: Power & Persuasion

Successful implementation of a creative idea starts and is sustained through persuasion, salesmanship, and organizational influence. Progress is built upon the effective and ethical use of power and personal projection. Proposals for change are bought by bosses, clients, and in-house customers when the manager or staff person successfully applies persuasion techniques and negotiating skills. Nothing new or different happens until the manager sells it, promotes it, and effectively influences others. This program delineates the fundamental tools and tactics that the manager needs, and provides insights into persuasion skills and power leveraging.

Pre-session Readings/Assignments:

- Managerial Performance & Promotability, Ch 1, 8, 9, 11
- Complete: Organization Relations Inventory
- Articles:
 - How to Choose a Leadership Pattern
 - Power Is The Great Motivator
 - Winning Employee Commitment
 - The Leader's Credo

Day 2 Creating and Controlling The Chaos Of Change

This seminar provides both insight and practical techniques for the management of change and conflict. Change is intensive and continuous. The shock effects of change can be seen in lowered productivity, lessened morale, and interpersonal and interdepartmental conflict. This program examines why people resist change, develops strategies to overcome this resistance, and explores ways to confront conflict that will not damage the organization fabric. Change and conflict can be managed!

Pre-session Readings/Assignments:

- MANSYS Section 5
- Case: Sparrow Hospital Parts A & B
- Complete: Inventory on Change Management
- Articles:
 - Why Transformation Efforts Fail
 - Managing Oneself
 - Change Through Persuasion
 - Want Collaboration?

