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MANAGEMENT DEVELOPMENT SERIES (MDS) FOR SERVICE Nancy Bandy



Mechanical Contractors Association of America, Inc.

1385 Piccard Drive Rockville MD 20850 T 301 869 5800 F 301 990 9690 MCAA.ORG



Management Development Series (MDS) Seminars

These seminars are designed for managers to hone their coaching skills through positive feedback, motivation and recognition. They will teach how to build accountable teams and manage the dynamic of change. Fostering the idea of team success is key.

MDS 100: 8 hours

Management CPR: Coaching, Positive Feedback and Recognition

Coaching, positive feedback and recognition are critical performance management tools for motivating today's workers. When people are highly motivated, they can accomplish the impossible. When they're not, performance suffers. Employees cannot reach the company's goals unless managers can help them get there. At the end of this program, participants will be able to:

- Identify the appropriate times and reasons for providing constructive feedback.
- Use a feedback planner to prepare for and conduct a coaching session.
- Reward and motivate employees using a variety of techniques.
- Write a recognition statement that is personalized and motivating.

MDS 101: 8 hours

Building the Accountable Service Team: Turning Individual Commitment into Group Success

Why do some teams perform miracles while others become an exercise in frustration? "Teamwork" is part of every organization's vocabulary but making it a reality is easier said than done. Effective teams complement the skills of individual members, allowing them to tackle challenges and overcome obstacles in a highly productive fashion. When people cannot team well, morale suffers, synergies are lost, and the organization fails to effectively capitalize on one of its most valuable resources – its employees. At the end of this program, participants will be able to:

- Overcome obstacles to team effectiveness and take appropriate steps to remove those obstacles.
- Identify the five areas of dysfunction that keep teams from achieving maximum levels of performance.
- Implement hiring and interviewing practices to find candidates with the potential for being great team players.

MDS 102: 8 hours

Precision Interviewing and Selection: Making the Right Decision

Finding the right person for the job is always a challenge for supervisors and managers. With the tight labor pool and numerous restrictions guiding the employment process, it is easy to feel overwhelmed in trying to obtain the best people. All too often an incorrect hire becomes time-consuming and unproductive, leading to frustration for both the employee and manager. Everyone wins when good selections are made. At the end of this program, participants will be able to:

- Identify characteristics, traits and values that are most important for people to possess when joining your company.
- Reduce recruiting, interviewing and selection time by taking a strategic approach to hiring.
- Conduct behavioral-based interviews which provide the interviewer with accurate and reliable information.

MDS 103: 4 hours

No Stress Performance Evaluation: Motivating Others through Feedback

For many managers and supervisors, performance appraisals are an uncomfortable undertaking. With so many priorities being juggled, reviews are sometimes put aside until the last moment. As a result, appraisals are often hastily completed and delivered with poor results. Performance evaluations, when done right, can be a powerful developmental and motivational tool. At the end of this program, participants will be able to:

- Write objective, meaningful performance evaluations that avoid common pitfalls.
- Conduct compelling, interactive performance evaluation interviews that positively impact employee productivity.
- Use performance evaluations as a developmental tool and opportunity to set well-defined performance objectives.

MDS 104: 4 hours in-person | 90 minutes virtual

Managing the Dynamics of Change

In today's business environment, continuous change is rapidly becoming the only constant we can be sure of. Downsizing, changing regulations, reorganizations, technology breakthroughs, and increased competition are the norm. The effective manager must be able to face this whirlwind of change head on to keep employees motivated and maintain productivity in a modern workplace. Failure to effectively deal with change can lead to frustration, lack of motivation, and reduced productivity at times when maximum performance is most needed by the organization. At the end of this program, participants will be able to:

- Anticipate the seven predictable responses that form the foundation for behaviors when people are confronted with change.
- Identify the three stages of change and utilize strategies to reduce group resistance and help others effectively transition through each stage.
- Create a more flexible workforce that can understand and embrace the dynamics of a changing work world.
- Be seen as an action-oriented change leader who has mastered the techniques for changing a corporate and team culture.

MDS 105: 90 minutes virtual

Effective Meeting Management: Facilitating Group Dynamics

A large portion of the workday is devoted to meetings, both formal and informal. What is obvious to anyone who has attended a few is that they are often ill-planned, poorly organized, and an inefficient use of resources, taking much more time than needed to accomplish the intended goal. When you consider the time and costs associated with holding meetings, it is clear that a successful meeting requires a skilled facilitator who can make a meeting feel thoughtful, cohesive, participatory, and even enjoyable. The role of the facilitator is to guide a discussion of the topics laid out in the meeting agenda, with the purpose of moving the team towards a common goal. While every facilitator has a different style and every group has different dynamics, the skilled facilitator gets everyone to share their voices while also guiding the group to achieve the desired outcome within the meeting time constraints.

Effective Meeting Management is designed to provide new and existing managers with the skills needed to be highly effective in attending, planning, and conducting meetings. These essential capabilities will help the meeting leader be more productive at the job and build professional skills that are invaluable for their careers in service.



About the Instructor:

Nancy Bandy is Managing Director of TRANSITIONS Consulting Group LLC. She draws on many years of experience in training and management consulting to develop and deliver highly effective custom training programs using proven experiential learning methods. Nancy is well known among MSCA members and has been responsible for developing and delivering many of the MSCA courses, webinars, and other resources highly popular with MSCA members. Prior to starting her own company, Nancy's previous experience included executive positions with Coldwell Banker, Koll Real Estate Services, CB Richard Ellis and Strategic HR Services. Nancy received her Bachelor's Degree in Business Education and Administrative Services from Northern Illinois University and her MA in Management from Webster University.

Contact Information:

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About the National Education Initiative (NEI):

MCAA will bring lifelong learning directly to you! The National Education Initiative Seminars are our best MCAA/MSCA programs—brought to your local association or even your company. Our goal is to provide ongoing and advanced education and training in support of individual and association growth across the mechanical contracting industry. We offer standard and custom-designed classes exclusively for your association or company's unique needs and challenges. If you need training quickly or have a large group, we are here to help!

For more information or to schedule a course:

Contact **Barb Dolim** at **301-990-2210** or bdolim@mcaa.org.



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