



***Developing Great Managers
Agenda and Facilitator Information
Dallas, Texas, December 4-5
Alexandria, Virginia, December 9-10***

Day 1

8:30-9:00 Continental Breakfast

9:00-10:00

Welcome/Introduction to Developing Great Managers/Lisa Haneberg, Conference Facilitator

- Walk through the agenda, outcomes, and deliverables to implement back on the job
- Share the model for Informal Learning using case examples
- Power Hour Set Up/Conversations
- Reflection on your goals for your management training

10:00-10:15 Break

10:15-12:30

What's New and Changing on the Management Landscape?/Terry Starbucker (Dallas); David Zinger (Alexandria). Provocative topics for group discussion. Topics you should be covering in your management programs, but probably aren't or can't do quickly, such as:

- Managing in Complexity
- OD Skills for Managers Who Need to be Facilitators
- Managing in Global/Virtual/Cross-functional/Team Environments
- Defining Excellence in Performance Across Cultures
- Managing to Increase Flexibility and Nimbleness
- Building Engaging Cultures
- Credibility through Communication and Feedback
- Managing in Challenging Times

12:30-1:30 Lunch (provided)

1:30-2:15

Group Discussion of New Management Topics

Key gaps in most management development programs

2:15-3:00

Begin group work creating informal training sessions on new/emerging areas, incorporating use of online resources such as blogs, podcasts, social networking, and wikis to supplement content and increase motivation, participation and interest

3:00-3:30 Break

3:30-5:00

Group work continues creating training sessions



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Day 2

8:30-9:00 Continental Breakfast

9:00-10:00

Group work continues creating training sessions

10:00-10:15 Break

10:15-12:30

Executive Summaries of training sessions delivered

12:30-1:30 Lunch (provided)

1:30-3:00

Executive Summaries continue

Achieving Results Back on the Job

This "grand finale" session brings together the conference leaders and the participants in a give and take on what they developed, what they learned, and what they are taking back to implement on the job. A general debrief, with answers to any lingering questions. As a participant, you receive a copy of all the work produced by the teams (distributed after the conference). You will also receive a copy of the book, *Developing Great Managers*.

3:15-3:30 Conference Ends

Ways We Will Keep in Touch and Continue the Dialog

Developing Great Managers

Conference Facilitator:

Lisa Haneberg, Conference Facilitator, is an expert in the areas of management, leadership, and personal and organizational success. She consults in organization development, management and leadership training, and human resources. Her first book, *High Impact Middle Management: Solutions for Today's Busy Managers* was a groundbreaking management book (Adams Media, 2005). She has also written *Focus Like a Laser Beam: Ten Ways to Do What Matters Most* (Jossey Bass, 2006), *Organization Development Basics* (ASTD, 2005), *Ten Steps to Be a Successful Manager* (ASTD, 2007), and other works. She reaches a worldwide audience through her popular management blog called Management Craft (www.managementcraft.com). Lisa lives in the beautiful Pacific Northwest with her husband, cat, and four dogs. She enjoys travel, reading, writing, and driving her motorcycle down winding roads.

Guest speaker for the Dallas Conference: Terry Starbucker is a native Midwesterner now living on the East Coast, spreading "realistic optimism" through a philosophy he calls "Half-Fullism." He has been in the business world for over 25 years in various leadership positions, most recently as a senior operations executive for a service business based in the Rocky Mountain west. He is a constantly learning student of leadership who willingly shares

his ideas, experiences, and knowledge through his blog and other writings. His website is www.terrystarbucks.com.

Guest speaker for the Alexandria Conference: David Zinger is a leading expert on both employee engagement and strength based leadership. He is a professional speaker with over 25 years of experience. His experience includes 20 years with the University of Manitoba and over 15 years of managing an employee assistance program for Seagram Ltd. David's approach mixes current research with practical approaches presented in playful ways to help you achieve results. David is a member of the Canadian Association of Professional Speakers. His website is www.davidzinger.com.