

FOR IMMEDIATE RELEASE:

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WCW announces that the Excellence in Management Package is Now Available!

Stillwater, MN, October 2011 - **Good managers are important keys to success in any organization.** In addition to the company, they have a fundamental impact on the lives and successes of the people who work with them. The **Excellence in Management** book and training materials provide the tools needed to help developing managers expand or refresh their management skills through a step-by-step approach to leadership, achieving goals and excellence.

Managers will learn:

By the end of the training session, managers will be able to:

- Identify the characteristics of the best managers
- Demonstrate their understanding of their own management strengths and work areas
- Identify and set SMART goals for themselves and their employees
- Recognize positive performance in both a formal and informal manner
- Handle employee problems proactively in three different ways
- Manage different employee types with flexibility using different approaches
- Communicate with employees who have different learning styles
- Describe how to build a positive communication climate with their teams
- Assess and improve their listening skills
- Outline the five behaviors that contribute to trust and rapport
- Identify what questions to ask and not to ask in an interview
- Follow the key steps in interviewing
- Check references appropriately
- Use a decision-making matrix for selecting the right candidate
- Outline the difference between leadership and management

- Identify the stages of team development

Your *Excellence in Management* package is loaded with the tools you need to train yourself and your team how to be **excellent managers**.

You'll Receive:

- Ten copies of the book entitled, *Excellence in Management* to be used as a participant learning manual and take away study guide for your first ten training participants. Of course, you may purchase extra copies of the book as needed.
- One *Excellence in Management Leader's Guide* to guide you in training your managers through an action-packed and informative training program.
- The *Excellence in Management PowerPoint* presentation to add punch and depth to your presentation of the material
- The *Excellence in Management Learning Assessment* to be used as a Level Two Assessment (Knowledge Acquisition) after your training.

Read more at www.wcwpartners.com or contact us toll free at 888-313-0514.

Who we are – WCW Partners is a performance improvement company. Based in Minneapolis, Minnesota, we work with clients in a variety of industries worldwide to help them excel in sales, service, and leadership. We have a proven record of helping organizations increase sales and customer retention, while at the same time significantly improve employee retention, engagement, and productivity.

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