John Jay College of Criminal Justice
Office of Human Resources

Professional Development
Managerial Staff

(HEO)

Basic Course

The Professional Development for Managerial Staff comprises of one (1) Basic Course and two (2) Key Skill courses. To complete the Managerial program, participants must take all 3 courses.

Target Audience: Managers (ECP & HEO)

Foundations of Management

Days of Training: 1

This course provides an overview of the role of managers. Emphasis is placed on identifying and focusing on internal and external customers, devising and implementing process improvement, and tracking measurable outcomes. Participants will explore ways to develop strategies for employee involvement through team building, mutual problem solving and decision making.

SEMINAR OBJECTIVES:
- Describe the roles and responsibilities of a manager
- Strategize methods for managing a diverse workforce
- Set goals and improve planning
- Problem solve and resolve conflict
- Practice communication strategies
- Measure accountability and outcomes
- Improve team development and motivation
- Identify process improvement and change management techniques

Key Skills Courses (Additional courses for Managerial Staff Program)

Target Audience: Managers in leadership positions.

Nailing Employee Engagement: What it Takes to Build An Engaged Workforce

Days of Training: 1

A disengaged staff can have a significant negative effect on productivity, customer service, and retention. There are many ways to make your team feel more inspired by their work, and many of these tactics can easily be incorporated into your day-to-day operations. Based on research, the aim of this program is to look at the building blocks of employee engagement, and some of the tools that can help foster engagement among employees.

Objectives:
- Understand the importance of engagement to an organization’s success
- Discuss the evidence base for engagement
- Identify organizational, occupational, and individual sources of employee engagement
- Understand the role that effective management plays in amplifying engagement
• Actions that you can take to engage your workforce

**Personal Professional Development**

**Target Audience:** Managers in leadership roles that make presentations

**Creating & Delivering Powerful Presentations**
**Days of Training: ½ day**

This course is designed for managers who, in their leadership roles, must make important presentations. Participants will receive one-on-one coaching and develop a skill set for speaking with confidence and projecting the best possible image of themselves and the College. Emphasis will be on developing and cultivating a conversational tone when speaking and formulating clear and logical presentation points to attain the desired audience reaction.

**SEMINAR OBJECTIVES:**
- Understand the importance of “image” and how to use it to positively influence every audience
- Structure the presentation for clarity, impact, and persuasiveness
- Capture the audience’s attention from the beginning – and keeping it
- Use visual materials –including PowerPoint --to reinforce the power of your presentation
- Respond to challenging questions and statements with confidence, authority, and understanding
- Close the presentation with impact

**Writing Performance Evaluations**
**Days of Training: ½ day**

Completing evaluations requires managers to write in an objective manner that accurately describes the performance of employees. Specifically, managers are expected to document the strengths and weaknesses of employees as well as future goals and developmental needs. To do this, the manager will be meticulous in the choice of words and phrases. This course provides managers practice in writing about observed behaviors and job competencies. In addition, participants will practice composing precise goals and statements of developmental needs.

**Objectives:**
- Utilize a technique for gathering performance data
- Decipher fact from opinion in order to write factually
- Separate actions from attitude in order to write objectively
- Document developmental needs based on job performance and job competency
- Write goals that are specific and measurable

**Target Audience:** Managers who write performance evaluation