

## 2020 Manager Success Workshop Series Schedule

The Manager Success Workshop Series is a structured curriculum of live virtual workshops designed to accelerate managers' effectiveness. Use the information below to integrate the workshop series into your organization's internal LMS. Simply copy the details and links for the manager workshop you want to include on your LMS. Please do not post the registration links on publicly accessible websites. For more information, please contact [managersuccess@gartner.com](mailto:managersuccess@gartner.com).

Workshop Topic	Date	Workshop Length	Registration Link
<a href="#">Painless Performance Conversations</a>	January 20-23, 2020	45 minutes	<a href="#">Link</a>
<a href="#">Painless Pay Conversations</a>	January 28-30, 2020	45 minutes	<a href="#">Link</a>
<a href="#">Leading Career Conversation</a>	February 24-27, 2020	45 minutes	<a href="#">Link</a>
<a href="#">Coaching to Connect</a>	April 7-9, 2020	60 minutes	<a href="#">Link</a>
<a href="#">Becoming a Manager I: Making a Smooth Transition</a>	April 21-23, 2020	60 minutes	<a href="#">Link</a>
<a href="#">Entering Middle Management: Expanding Your Influence</a>	April 28-30, 2020	60 minutes	<a href="#">Link</a>
<a href="#">Managing Virtual Teams</a>	May 12-14, 2020	45 minutes	<a href="#">Link</a>
<a href="#">Becoming a Manager II: Making a Quick Impact</a>	May 26-28, 2020	60 minutes	<a href="#">Link</a>
<a href="#">Getting Results from Formal Feedback</a>	June 23-25, 2020	60 minutes	<a href="#">Link</a>
<a href="#">Don't Do It All Yourself: Delegate Effectively</a>	July 14-16, 2020	45 minutes	<i>Coming Soon (by mid-2020)</i>
<a href="#">Managing Top Talent</a>	September 15-17, 2020	60 minutes	<i>Coming Soon (by mid-2020)</i>
<a href="#">Becoming a Manager I: Making a Smooth Transition</a>	October 6-8, 2020	60 minutes	<i>Coming Soon (by mid-2020)</i>
<a href="#">Entering Middle Management: Expanding Your Influence</a>	October 19-21, 2020	60 minutes	<i>Coming Soon (by mid-2020)</i>
<a href="#">Communicating Effectively</a>	November 2-5, 2020	45 minutes	<i>Coming Soon (by mid-2020)</i>
<a href="#">Becoming a Manager II: Making a Quick Impact</a>	November 16-19, 2020	60 minutes	<i>Coming Soon (by mid-2020)</i>
<a href="#">Getting Results from Formal Feedback</a>	December 7-10, 2020	60 minutes	<i>Coming Soon (by mid-2020)</i>

## ***Painless Performance Conversations***

### **Power Session**

45 minutes

Performance reviews and formal feedback offer managers one of the greatest opportunities to drive employee performance, but all too often, they struggle to maximize their impact. In order to drive employee performance and engagement, managers need to focus conversations on the future, emphasize employee strengths, and hold ongoing performance conversations throughout the year.

This workshop helps managers:

- Prepare for and conduct effective performance conversations
- Effectively handle negative employee reactions
- Hold impactful ongoing performance conversations

Key exercises include:

- Career planning questionnaire
- Formal review delivery checklist
- Anticipating and managing negative reactions guide
- Ongoing performance conversation guide

Managers can join this session to have productive performance conversations with their employees!

### **Sessions**

**20 January 2020: 10PM EST**

21 January 2020: 2PM AEDT

**21 January 2020: 1PM EST**

**22 January 2020: 10AM EST**

**23 January 2020: 8AM EST**

23 January 2020: 1PM GMT

## ***Painless Pay Conversations***

### **Power Session**

45 minutes

Pay is a major driver of performance and retention within an organization. Because managers tend to only explain the inputs of pay decisions, employees understand how their pay was determined, but not how it was linked to their contributions. By focusing on employee contributions and explaining pay decisions through narratives, managers can drive performance by ensuring employees understand the link between their overall performance contribution and compensation.

This workshop helps managers:

- Assess the true impact of employee performance
- Prepare for and conduct effective pay conversations
- Use narratives to better communicate pay decisions

Key exercises include:

- Performance contribution assessment
- Preparing for a pay conversation
- Narrative-based compensation guide

Managers can join this session to have productive pay conversations with their employees!

### **Sessions**

**28 January 2020: 1PM EST**

**28 January 2020: 10PM EST**

29 January 2020: 2PM AEDT

**29 January 2020: 10AM EST**

**30 January 2020: 8AM EST**

30 January 2020: 1PM GMT

## ***Leading Career Conversations***

### **Power Session**

45 minutes

Building a career partnership with employees can triple their career satisfaction, but only 36% of employees understand the internal opportunities available to them. Providing employees the guidance they need to grow with the organization makes them more excited about their job and better prepared to take on bigger roles. Managers can learn how they can improve team performance by leading effective career conversations for various scenarios.

This workshop helps managers:

- Time career conversations for impact
- Prepare for career conversations
- Lead career conversations for multiple types of employee situations

Key exercises include:

- Recognizing potential career risk triggers
- Identifying employee strengths, development areas, and aspirations
- Considering internal growth opportunities

Managers can join this session to learn how they can get the most out of their best employees!

### **Sessions**

**24 February 2020: 10PM EST**

*25 February 2020: 2PM AEDT*

**25 February 2020: 1PM EST**

**26 February 2020: 10AM EST**

**27 February 2020: 8AM EST**

*27 February: 1PM GMT*

## ***Coaching to Connect***

### **Core Curriculum**

60 minutes

Organizations rely heavily on managers to coach and develop their employees. However, 45% of managers do not feel confident in their ability to coach and only 35% of employees feel their managers are effective coaches. Connector Managers take an employee-centric coaching approach to meet employees' needs and are three times more likely to have high performing employees than other manager types without spending additional time. By changing a few coaching behaviors, managers can become a Connector Manager that drives employee engagement and productivity.

*This workshop will feature insights from Gartner's new book, [\*The Connector Manager: Why Some Leaders Build Exceptional Talent – and Others Don't\*](#) by Jaime Roca and Sari Wilde.*

This workshop helps managers:

- Identify behaviors that define a Connector Manager
- Understand why Connector Managers build powerhouse teams
- Learn how to incorporate behaviors of Connector Managers to build more effective teams

Key exercises include:

- Diagnosing employee need
- Personalizing your coaching approach
- Asking the right questions
- Determining the best-fit coach

Managers can join this session to learn what they can do to become a Connector Manager!

### **Sessions**

**7 April 2020: 12AM EDT**

*7 April 2020: 2 PM AEDT*

**7 April 2020: 1PM EDT**

**8 April 2020: 10AM EDT**

**9 April 2020: 8AM EDT**

*9 April 2020: 12PM BST*

## ***Becoming a Manager I: Making a Smooth Transition***

### **Transition Support Session**

60 minutes

Only 40% of new managers make a smooth transition into their role, and when successful, their direct reports perform 15% better and are 21% more likely to stay with the organization. The best new managers prepare themselves for the transition, build a foundation of healthy relationships, and help their team achieve quick results. Managers can learn how they can successfully transition into their new role!

- This session is part one of our new manager series. We recommend signing up for the follow-on session, *Becoming a Manager II: Making a Quick Impact (May 2020)* as well.
- This workshop is also offered in October 2020.

This workshop helps new managers:

- Identify key transition activities
- Prepare for your transition
- Engage your support network

Key exercises include:

- Focusing on the right transition activities
- Creating a simple, effective transition plan
- Reflecting on transition conversations

Managers can join this session to learn what they can do to quickly become a successful new manager!

### **Sessions**

**21 April 2020: 12AM EDT**

*21 April 2020: 2PM AEDT*

**21 April 2020: 1PM EDT**

**22 April 2020: 10AM EDT**

**23 April 2020: 8AM EDT**

*23 April 2020: 1PM BST*

## ***Entering Middle Management: Expanding Your Influence***

### **Transition Support Session**

60 minutes

Success as a first-line manager doesn't necessarily or easily translate to success as a middle manager. The new middle managers who are most successful in their transitions are the ones who quickly realize that succeeding in this new role means adapting to a totally different set of expectations. Managers can learn how middle management requires a new perspective, and set themselves up for success in the new role!

- This workshop is also offered in October 2020.

This workshop helps new middle managers:

- Identify how their role as middle manager differs from first-line management
- Prepare for the transition to middle management
- Build an effective peer network
- Lead teams toward collective quick wins

Key exercises include:

- Evaluating peer networks
- Providing project direction, sponsorship, and support
- Advocating your team's results

Managers can join this session to learn what they can do to effectively expand their influence as a new middle manager!

### **Sessions**

**28 April 2020: 12AM EDT**

*28 April 2020: 2PM AEDT*

**28 April 2020: 1PM EDT**

**29 April 2020: 10AM EDT**

**30 April 2020: 8AM EDT**

*30 April 2020: 1PM BST*

## ***Managing Virtual Teams***

### **Power Session**

45 minutes

One of the most difficult management situations is managing virtually. As the manager of a virtual team, managers must be able to build trust and communicate precisely while maintaining engagement and managing performance, without the benefit of in-person interactions. Managers can learn simple tools and techniques to succeed as a manager of a virtual team!

This workshop helps managers:

- Adjust to virtual team management
- Communicate with and engage virtual teams
- Assess team progress and promote team unity

Key exercises include:

- Preparing to manage a virtual team
- Understanding and setting virtual employee expectations
- Building trust within the virtual team

Managers can join this session to learn how to effectively manage a virtual team!

### **Sessions**

**12 May 2020: 12AM EDT**

*12 May 2020: 2PM AEST*

**12 May 2020: 1PM EDT**

**13 May 2020: 10AM EDT**

**14 May 2020: 8AM EDT**

*14 May 2020: 1PM BST*



## ***Becoming a Manager II: Making a Quick Impact***

### **Transition Support Session**

60 minutes

New managers face a series of challenges as they transition into their role. Managers who leverage their strengths, avoid derailing behaviors, and achieve collective quick wins have the smoothest transitions and can drive the performance they need from their teams. Managers can learn how to find the fastest path to success as a new manager!

- This session is part two of our new manager series. We recommend signing up for the earlier session, *Becoming a Manager I: Making a Smooth Transition* (April 2020), or listening to the replay.
- This workshop is also offered in November 2020.

This workshop helps new managers:

- Identify and maximize their key strengths
- Recognize common derailing behaviors to avoid
- Prioritize opportunities to achieve collective quick wins

Key exercises include:

- Self-assessing key leadership competencies
- Identifying potential derailing behaviors
- Prioritizing potential quick wins

Managers can join this session to learn what they can do to quickly become a successful new manager!

### **Sessions**

**26 May 2020: 12AM EDT**

*26 May 2020: 2PM AEST*

**26 May 2020: 1PM EDT**

**27 May 2020: 10AM EDT**

**28 May 2020: 8AM EDT**

*28 May 2020: 1PM BST*

## ***Getting Results from Formal Feedback***

### **Core Curriculum**

60 minutes

Managers need greater performance from their employees to meet their business goals, but most managers struggle to manage employee performance. To drive the future performance that they need, managers must understand performance in the new work environment, effectively plan for ongoing development, and provide actionable feedback.

- This workshop is also offered in December 2020.

This workshop helps managers:

- Clearly explain performance expectations
- Create effective development plans
- Deliver effective performance feedback

Key exercises include:

- Focusing performance conversations on the future
- Developing an individual development plan
- Providing an effective formal review

Last year, 100% of participating managers said they planned on taking action based on what they learned in this workshop. Managers can join this session to learn how they can drive the performance they need from their team!

### **Sessions**

**23 June 2020: 12AM EST**

*23 June 2020: 2PM AEST*

**23 June 2020: 1PM EST**

**24 June 2020: 10AM EST**

**25 June 2020: 8AM EST**

*25 June 2020: 1PM BST*

## ***Don't Do It All Yourself: Delegate Effectively***

### **Power Session**

45 minutes

As managers start wearing multiple hats, effective time management to drive growth and performance becomes critical. Delegation, when done correctly, not only support managers to spend their time on valuable activities requiring their expertise but also help establish a productive environment and growth opportunities for team members.

This course helps managers:

- Determine the appropriate tasks to delegate
- Understand common barriers to delegation
- Identify right team members for delegation
- Hand over tasks effectively

Key exercises include:

- Prioritizing projects and activities
- Identifying needs and interests of your team
- Delegating tasks to your team

Managers can join this session to learn simple and effective ways to delegate effectively to their team!

### **Sessions**

**14 July 2020: 12AM EDT**

*14 July 2020: 2PM AEST*

**14 July 2020: 1PM EDT**

**15 July 2020: 10AM EDT**

**16 July 2020: 8AM EDT**

*16 July 2020: 1PM BST*

## ***Managing Top Talent***

### **Core Curriculum**

60 minutes

As managers, one of the hardest aspects of their jobs is finding the right development opportunities for their top talent and keeping them engaged. But managers who successfully identify and develop their best employees can see up to 45% better business results. Managers can learn how they can improve their team's performance by proactively managing their top talent!

This course helps managers:

- Identify their team's top talent
- Engage and retain their best employees

Key exercises include:

- Top talent identification
- Creating top talent development plans

Managers can join this session to manage top talent on their team!

### **Sessions**

**15 September 2020: 12AM EDT**

*15 September 2020: 2PM AEST*

**15 September 2020: 1PM EDT**

**16 September 2020: 10AM EDT**

**17 September 2020: 8AM EDT**

*17 September 2020: 1PM BST*

## ***Becoming a Manager I: Making a Smooth Transition***

### **Transition Support Session**

60 minutes

Only 40% of new managers make a smooth transition into their role, and when successful, their direct reports perform 15% better and are 21% more likely to stay with the organization. The best new managers prepare themselves for the transition, build a foundation of healthy relationships, and help their team achieve quick results. Managers can learn how they can successfully transition into their new role!

- This session is part one of our new manager series. We recommend signing up for the follow-on session, *Becoming a Manager II: Making a Quick Impact* (November 2020) as well.

This workshop helps new managers:

- Identify key transition activities
- Prepare for your transition
- Engage your support network

Key exercises include:

- Focusing on the right transition activities
- Creating a simple, effective transition plan
- Reflecting on transition conversations

Managers can join this session to learn what they can do to quickly become a successful new manager!

### **Sessions**

**6 October 2020: 11PM EDT**

*7 October 2020: 2PM AEDT*

**6 October 2020: 1PM EDT**

**7 October 2020: 10AM EDT**

**8 October 2020: 8AM EDT**

*8 October 2020: 1PM BST*

## ***Entering Middle Management: Expanding Your Influence***

### **Transition Support Session**

60 minutes

Success as a first-line manager doesn't necessarily or easily translate to success as a middle manager. The new middle managers who are most successful in their transitions are the ones who quickly realize that succeeding in this new role means adapting to a totally different set of expectations. Managers can learn how middle management requires a new perspective, and set themselves up for success in the new role!

This workshop helps new middle managers:

- Identify how their role as middle manager differs from first-line management
- Prepare for the transition to middle management
- Build an effective peer network
- Lead teams toward collective quick wins

Key exercises include:

- Evaluating peer networks
- Providing project direction, sponsorship, and support
- Advocating your team's results

Managers can join this session to learn what they can do to effectively expand their influence as a new middle manager!

### **Sessions**

**19 October 2020: 11PM EDT**

*20 October 2020: 2PM AEDT*

**20 October 2020: 1PM EDT**

**21 October 2020: 10AM EDT**

**22 October 2020: 8AM EDT**

*22 October 2020: 1PM BST*

## **Communicating Effectively**

### **Power Session**

45 minutes

One of the most powerful managerial traits is the degree to which managers' communication style is "inclusive"—in other words, encouraging employees to participate in the dialogue. That's because dialogue helps employees make a personal connection to company goals and better understand how they can contribute.

This workshop helps managers:

- Understand how communications functions as a business tool
- Plan for impactful communications with employees
- Identify how to adapt to the four primary communications styles

Key exercises include:

- Stating objectives clearly
- Identifying communication goals
- Determining key messages

Managers can join this session to learn how to have an effective dialogue with their team!

### **Sessions**

**2 November 2020: 10PM EST**

*3 November 2020: 2PM AEDT*

**3 November 2020: 1PM EST**

**4 November 2020: 10AM EST**

**5 November 2020: 8AM EST**

*5 November 2020: 1PM GMT*

## ***Becoming a Manager II: Making a Quick Impact***

### **Transition Support Session**

60 minutes

New managers face a series of challenges as they transition into their role. Managers who leverage their strengths, avoid derailing behaviors, and achieve collective quick wins have the smoothest transitions and can drive the performance they need from their teams. Managers can now learn how to find the fastest path to success as a new manager!

- This session is part two of our new manager series. We recommend signing up for the earlier session, *Becoming a Manager I: Making a Smooth Transition* (October 2020), or listening to the replay.

This workshop helps new managers:

- Identify and maximize their key strengths
- Recognize common derailing behaviors to avoid
- Prioritize opportunities to achieve collective quick wins

Key exercises include:

- Self-assessing key leadership competencies
- Identifying potential derailing behaviors
- Prioritizing potential quick wins

Managers can join this session to learn what they can do to quickly become a successful new manager!

### **Sessions**

**16 November 2020: 10PM EST**

*17 November 2020: 2PM AEDT*

**17 November 2020: 1PM EST**

**18 November 2020: 10AM EST**

**19 November 2020: 8AM EST**

*19 November 2020: 1PM GMT*



## ***Getting Results from Formal Feedback***

### **Core Curriculum**

60 minutes

Managers need greater performance from their employees to meet their business goals, but most managers struggle to manage employee performance. To drive the future performance that they need, managers must understand performance in the new work environment, effectively plan for ongoing development, and provide actionable feedback.

This workshop helps managers:

- Clearly explain performance expectations
- Create effective development plans
- Deliver effective performance feedback

Key exercises include:

- Focusing performance conversations on the future
- Developing an individual development plan
- Providing an effective formal review

Last year, 100% of participating managers said they planned on taking action based on what they learned in this workshop. Managers can join this session to learn how to drive the performance they need from their team!

### **Sessions**

**7 December 2020: 10PM EST**

*8 December 2020: 2PM AEDT*

**8 December 2020: 1PM EST**

**9 December 2020: 10AM EST**

**10 December 2020: 8AM EST**

*10 December 2020: 1PM GMT*