DEVELOPING THE MANAGER IN YOU

Overview

This popular program focuses on the changes you will encounter in your transition from individual contributor to manager. It is presented by Dr. Paula J. Caproni, whose energetic style and highly interactive activities result in total class involvement and greater learning.

The program focuses on current management perspectives and best practices, with a special emphasis on working more effectively with direct reports, peers, bosses, customers, and others who will be critical to your success throughout your career.

Through self-assessments, simulations, video cases, and other engaging activities, you will learn a universal set of management skills that will enhance your ability to achieve better business results, regardless of your nationality, culture, or industry. You also will develop a personalized action plan for improving your managerial effectiveness so that you can implement what you learn as soon as you return to work.

The value of this workshop is best reflected in this comment from a recent participant: “This is one of the most state-of-the-arts training sessions that I have ever attended. The information is very impressive, allowing me to understand how to be a good leader and how to make use of our followers to help our organization achieve our goals. In addition, I now have 20 new friends across Asia.”
Learning Objectives

• Discover how to **successfully transition** from an individual contributor to manager
• Learn how the best managers turn employees’ talents **into business results**
• Gain valuable managerial skills to use throughout your career
• Establish a productive relationship and leverage diversity

Who Should Attend

Participants in this program typically have less than five years of management experience. If you are new to your role as a manager, or if you want to refresh your understanding of newest management principles and best practices, this program is designed for you.

Benefits of Attending:

**As a participant in this program, you will:**

• Understand the characteristics that separate the most successful managers from the least successful managers
• Learn how to avoid the pitfalls that can derail a managerial career
• Discover how to adapt your management style to meet the needs of the situation
• Improve your ability to create a work environment that brings out the best in your employees
• Develop influencing and networking skills that help you achieve better results more quickly
• Gain a broader perspective that enables you to see organizational opportunities, problems, and solutions from multiple perspectives
• Create a strategy for lasting personal change that adds value to your organization and benefits your career
• Enjoy working with a group of talented managers from a variety of industries

By attending this program, you will receive 1 credit towards our Distinguished Leader Certification and will personally be rewarded with Life-time Scholarship and Peers Vouchers to develop your chosen peer. Visit our website for more details: [https://michiganross.umich.edu/programs/executive-education](https://michiganross.umich.edu/programs/executive-education)
DEVELOPING THE MANAGER IN YOU

MANAGEMENT SKILLS

Program Focus

Understanding the Managerial Role
• Facing the challenge of moving from individual contributor to manager
• Learning what the most effective managers do to bring out the best in their employees
• Understanding the difference between managing and leading – and why both are important to your success

Developing Your Management Style
• Identifying your management styles, strengths, and weaknesses
• Seeing how people perceive you and the consequences of these perceptions
• Adapting your style so you can work well with people who have different styles

Getting Results Through People
• Delegating to enhance motivation and results
• Building a productive relationship with your boss
• Creating an effective network
• Communicating with impact
• Establishing credibility
• Leveraging diversity
• Using the 6 universal forms of influence
• Working constructively in teams

Managing Change
• Coping skills for managing stress
• Assessing your change management style
• Developing your personal change plan

Some comments from past participants...

“Attending this program was a great opportunity. The program gave me the practical tools I need to improve my managerial skills. If I apply what I learned, I could be the best manager in our organization.”

Evelyn Ramos,
Branch Manager
Population Services Philippinas Inc.

“It was such a good experience to join the class in HK. I definitely will try to implement these management skills into my job and daily life and I believe it will help my career development remarkably.”

Matthew Guo, Executive Director
Shui On Land

“A Great ‘Leadership toolkit’ to improve performance.”

Yves Thoma, General Manager
Hong Kong Jockey Club

“This is a well-organized, intellectually interesting and pragmatic program that helps to address practical issues.”

Dennis Zhang, Vice President
Morgan Stanley
Program Faculty

Paula J. Caproni

Academic Director of Executive Skills Program; Management and Organizations Faculty; Professional Development Coach for Executive MBA Program
Stephen M. Ross School of Business, University of Michigan

Area of Expertise:
Developing management skills, creating high performing teams, and work/life integration.

Snapshot:
Dr. Caproni’s research, teaching, and consulting focuses on how the most effective managers achieve extraordinary results and career success. She specifically focuses on how high-performing managers create professional relationships and work environments that enable employees and teams achieve higher quality results using fewer resources and less time. Dr. Caproni has presented her research at several conferences in the U.S. and abroad, including the Academy of Management Meetings, the Organizational Behavior Teaching Conference, the Academy of International Business, the European Standing Conference on Organizational Symbolism, and the European Group for Organizational Studies. Professor Caproni consults to organizations in both the public and private sector, including Avon, Exxon, Ford Motor Company, Internal Revenue Service, Mead-Johnson, Nokia, Onninen, Philips, Phelps-Dodge, Stora-Enso, Management Sciences for Health, and Wachovia. She has published a book, "The Practical Coach: Management Skills for Everyday Life", now in its second edition, and is writing a book on "What Predicts Success."

As a special registration bonus, you will receive a copy of Dr. Caproni’s book, Management Skills for Everyday Life: The Practical Coach.

This book is written by the faculty of this program: Dr. Paula J. Caproni. It is widely used by managers globally to help addressing challenges they are facing daily.

Michigan Executive Education

Michigan Ross Executive Education was recently named a Top 4 global provider by the Financial Times. We offer approximately 20 different open enrollment offerings and a variety of custom programs annually, serving over 4,000 business executives around the world. Ross has locations in Hong Kong, Mumbai and Singapore and delivers programs globally wherever our corporate partners request.

2019 Top 5 Global Provider - FINANCIAL TIMES
Contact and Registration Info

Once you have registered for one of our programs, a unique registration number is assigned and an acknowledgement letter is sent within 3 working days. The participant will also receive a confirmation via e-mail within 3 working days, along with a softcopy of the invoice. This communication ensures that a place will be reserved for you in the program. Due to costs associated with establishing, holding, and refilling participant slots, along with the associated costs of pre-course materials, the following cancellation charge schedule has been established. The program fee includes tuition, tea breaks & lunches, and all instructional materials. In order for you to have sufficient time to prepare the pre-reading materials and settle the program fee, we suggest sending us the registration at least 8 weeks prior to the program.

Cancellation Policy

Cancellation fees are based on the number of weeks from the class start date your request is received. You must notify us of your cancellation in writing via email, fax, or postal mail.

You may cancel six or more weeks prior to the start of a program without incurring a fee. Due to the inherent costs of establishing, holding, and refilling participant slots along with associated costs of pre-course materials, the following cancellation fee schedule applies:

• Two to six weeks prior to program start - 50% of program fee
• Within two weeks of program start - 100% of program fee

Transfer and Substitution Policy

We can accept transfers to an alternate program offering. All transfer notices must be received by email, fax, or mail before the start of the program. Transfer requests received within 2 weeks of the program start are subject to a US$250 transfer fee. Qualified substitutes for registrations can be accommodated with advance written notice.

If you choose to defer or substitute your program fee to a future program session, that program must be attended or all funds previously paid will be forfeited. Only one deferral or substitution per registration is allowed and the new session must occur within one year of the original session date. Please note that 100 percent of the full tuition will be forfeited if one of the following occurs:

• The registrant does not enroll in another program within one year of the original start date
• The registrant has not requested a refund within one year of the original start date.

Venue

(to be confirmed)

We will provide information of recommended hotels to you upon enrolment confirmation.

PLEASE note: The hotel can only take room reservations. All program registrations must be directed to um-asia.exec.ed@umich.edu or 852.2509.9228 (fax).

Please indicate you are a University of Michigan Executive Education participant when making reservations and you will receive a discounted room rate (subject to availability). Participants are responsible for their own accommodations and travel arrangements.

If you have special dietary concerns, please contact us as soon as possible at the Asia Pacific Regional Office.

The University of Michigan reserves the right to change without notice any statement in this bulletin concerning, but not limited to, curricula, courses, faculty, tuition, fees, policies and rules. If course or curriculum changes take place after you commence the program we will make every effort to implement the changes in your best interest.
**Participant Information**

<table>
<thead>
<tr>
<th>Country</th>
<th>Start Date</th>
<th>End Date</th>
<th>Fee</th>
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<tr>
<td>Hong Kong</td>
<td>Jun 17 – 19</td>
<td>US$5,900</td>
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<td>Oct 21 – 23</td>
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If you have a Distinguished Leader Voucher, please quote your voucher reference. no: _____________________________

Registration Deadline: 4 weeks before the program. Registrations are accepted on a first come, first served basis.

All information submitted will be kept confidential.
DEVELOPING THE MANAGER IN YOU

MANAGEMENT SKILLS

How Did You Hear About Us? (You May Choose More Than One)

- Advertisement
- Newspaper
- Magazine/Journals
- Promotion
- Brochure
- Catalogue
- E-mail
- Seminars/Exhibitions
- Recommendation by
  - Supervisor
  - HR/T&D
  - Past participant
  - I have attended Michigan Executive Education program(s)
- I have met with a Michigan representative

Billing Information

(Please provide the following information if the invoice should be directed to someone other than the participant)

Name ___________________________ Position Title ___________________________

Company Name ___________________________

Company Address ___________________________

City ___________ Postal Code ___________ Country ________

Telephone ___________ Facsimile ___________ Email ___________________________

Person In Charge Of Executive / Management Development For Your Company

By providing this information, this person will subscribe to our mailing list for regular updates of our program information.

Name ___________________________ Position Title ___________________________

Company Name ___________________________

Company Address ___________________________

City ___________ Postal Code ___________ Country ________

Telephone ___________ Facsimile ___________ Email ___________________________

Do you plan to make a hotel reservation? ☐ No ☐ Yes - We will provide information of recommended hotels upon confirmation

By submitting this registration form, I have read and hereby agree to comply with the cancellation policy of Michigan Ross Executive Education. I also understand that payment of the program fee is required prior to the program. Upon registration, the University shall issue an invoice for payment and a confirmation via e-mail within 3 working days.

Signature / Company Chop ___________________________

The University of Michigan, as an Equal Opportunity, Affirmative Action Employer, complies with applicable federal and state laws prohibiting discrimination, including Title IX of the Educational Amendments of 1972 and Section 505 of the Rehabilitation Act of 1973. It is the policy of the University of Michigan that no person, on the basis of race, sex, color, religion, national origin or ancestry, age, marital status, handicap, or Vietnam-era veteran status, shall be discriminated against in employment, educational programs and activities, or admissions. Inquiries of complaints may be addressed to the University’s Director of Affirmative Action, Title IX and Section 504 coordinator, 4005 Wolverine Tower, Ann Arbor, Michigan 48109-1281, 1734.763.1281, T.D.D. 1734.647.1388. For other University of Michigan information, call 1734.764.1817.
Rankings

Across a wide range of criteria, Michigan Ross Executive Education and the Stephen M. Ross School of Business are consistently ranked among the world’s elite institutions.

Financial Times, “Top 4th in the World for Open Enrolment Programs Executive Education Rankings 2019”
The Ross School of Business at University of Michigan is rated highest for teaching methods and faculty.

Financial Times, “Top 6th in the World for Open Enrolment Programs Executive Education Rankings 2018”
The Ross School of Business at University of Michigan is up nine places to 11th overall and sixth for clients who say they would use the school again.

The first-of-its-kind report for The Financial Times ranks schools based on the “quality and breath of business schools’ postgraduate programmes.”

This global ranking evaluated the top-rated universities, based on a survey of 6,000 academics and 2,000 recruiters.

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Program Offerings are subject to change; visit website for the most up-to-date information.
Some of the companies that have recently sent participants to *Developing the Manager in You*.

<table>
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<tr>
<th>Abbott Laboratories</th>
<th>Kuwait Oil Company</th>
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<tr>
<td>Abbott Vascular</td>
<td>Kuwait Petroleum Corporation</td>
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<td>Abu Dhabi Oil Refining Company (Takreer)</td>
<td>Labuan Reinsurance (L) Ltd</td>
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<td>Akamai Technologies, Inc.</td>
<td>Mead Johnson Nutrition Limited</td>
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<td>Allianz Global Investors Hong Kong Ltd</td>
<td>Merck Sharp &amp; Dohme Asia Ltd</td>
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<td>AstraZeneca</td>
<td>Ministry of Water and Electricity</td>
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<td>Atlas Copco (Shanghai) Process Equipment Co., Ltd</td>
<td>Mondial China Ltd.</td>
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<td>Atlas Copco KK</td>
<td>National Water Company</td>
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<td>Australian Embassy Jakarta</td>
<td>New Zealand Trade and Enterprise</td>
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<td>Australian Trade Commission</td>
<td>Noble Group</td>
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<td>Bank BTPN</td>
<td>Noble Resources Ltd.</td>
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<td>Bank Indonesia</td>
<td>Nomura Research Institute</td>
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<td>Bank Negara Malaysia</td>
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<td>BASF South East Asia Pte Ltd</td>
<td>Pacific Basin Shipping (HK) Limited</td>
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<td>Beckman Coulter HK Ltd</td>
<td>PPG Coatings (Hong Kong) Co., Ltd.</td>
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<td>Capital Dynamics (S) Ltd</td>
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<td>Coach Hong Kong Limited</td>
<td>PT Telekomunikasi Indonesia, Tbk</td>
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<td>Coach Singapore Limited</td>
<td>Roche Diagnostic Asia Pacific</td>
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<td>Emerson Process Management Asia Pacific Pte Ltd</td>
<td>Select Service Partner Singapore Pte Ltd</td>
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<td>Emerson Process Mgmt (A/P) Pte Ltd</td>
<td>Soul Electronics Limited</td>
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<td>Fauji Fertilizer Company Ltd.</td>
<td>Star Publications Malaysia Bhd</td>
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<td>Financial Industry Disputes Resolution Centre Ltd</td>
<td>Sumitomo Corporation</td>
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<td>Helm China Co., Ltd.</td>
<td>TPN Flexpak Co., Ltd.</td>
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<td>Indonesia Eximbank</td>
<td>Ufone (PTML)</td>
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<tr>
<td>J.P. Morgan Chase &amp; Co.</td>
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