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PROFESSIONAL
DEVELOPMENT FOR
**MANAGERS AND
SUPERVISORS**

IOWA STATE UNIVERSITY
Extension and Outreach

JUNE 2020 | ADV.20.19B

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SUPERVISION CATALOG

ISU Extension and Outreach Professional Development staff have identified relevant and meaningful topics for staff to explore through LinkedIn Learning to strengthen their supervision and management skills.

This catalog provides a variety of topics and perspectives on management. You may want to discuss with your supervisor priorities for your online learning or explore on your own.

This structure provides an opportunity for self-paced learning. You may choose to complete all sections in a particular course, including quizzes throughout the sessions; if completing a full course, you will receive a certificate at the end that could be shared with your supervisor or added to a LinkedIn profile. Or, you may decide to pick and choose the sections of a course that are most interesting or relevant to you. You may start a course and come back to it at any time. Your progress will be saved along the way.

SUPERVISION COURSE TOPICS

- Effective Teams
- Performance Management
- Effective Delegation
- Being Able to Listen
- Inclusive Excellence
- Productive Conflict
- Stress and Time Management
- Feedback and Performance Evaluations
- Creating a Motivating Environment
- Public Speaking
- Leadership
- Influencing Others and the Power of Gratitude

All of these courses can be found in LinkedIn Learning, an educational resource provided by Iowa State University. Learn more about [LinkedIn Learning and how to access the courses](#).

LINKEDIN LEARNING



LinkedIn Learning

WITH Lynda.com® CONTENT

Iowa State University migrated its existing online learning resources from Lynda.com to LinkedIn Learning, which can be accessed through Okta. LinkedIn Learning is a leading online learning platform that helps anyone learn business, software, technology, and creative skills to achieve personal and professional goals. Through Iowa State University, employees have access to the LinkedIn Learning video library of engaging, top-quality courses taught by recognized industry experts. Anyone with an ISU Net-ID has free and unlimited access to LinkedIn Learning and does not need a LinkedIn account to use the platform. LinkedIn Learning provides high-quality content with more than 14,000 courses led by industry experts.

When you click on any of the links for the supervision course, you will be asked to log-in. Use your ISU Net-ID and password and it should connect you with the ISU Linked-In program. You may choose to add this as an app in Okta to go directly to the course that way as well.

To get the most from LinkedIn Learning, consider viewing this short course. Here you can learn how to use search tools, explore learning paths, play and pause training videos, use transcripts and exercise files, and customize your learning experience.

EFFECTIVE TEAMS

"Individual commitment to a group effort—that is what makes a team work, an organization work, a society work, and a civilization work."

VINCE LOMBARDI

MANAGING TEAMS

1H 11M

INTRODUCTION

1. Managing a Team..... 1m14s
<https://www.linkedin.com/learning/managing-teams-3/managing-a-team?u=42520596>

MANAGERS CHART THE COURSE

1. Clarifying Team Expectations..... 3m18s
<https://www.linkedin.com/learning/managing-teams-3/clarifying-team-expectations?u=42520596>
2. Setting Team Goals..... 3m15s
<https://www.linkedin.com/learning/managing-teams-3/setting-team-goals?u=42520596>
3. Delegating Responsibilities within a Team 3m21s
<https://www.linkedin.com/learning/managing-teams-3/delegating-responsibilities-within-a-team?u=42520596>
4. Managing Underperformance within the Team..... 3m10s
<https://www.linkedin.com/learning/managing-teams-3/managing-underperformance-within-the-team?u=42520596>

MANAGERS MOTIVATE THEIR TEAMS

1. Managing through the Team Development Cycle..... 3m14s
<https://www.linkedin.com/learning/managing-teams-3/managing-through-the-team-development-cycle?u=42520596>
2. Avoiding Common Managerial Mistakes 3m25s
<https://www.linkedin.com/learning/managing-teams-3/avoiding-common-managerial-mistakes?u=42520596>
3. Rebounding from Setbacks 2m44s
<https://www.linkedin.com/learning/managing-teams-3/rebounding-from-setbacks?u=42520596>
4. Celebrating with Your Team 3m2s
<https://www.linkedin.com/learning/managing-teams-3/celebrating-with-your-team?u=42520596>
5. Building Relationships within Your Team 3m5s
<https://www.linkedin.com/learning/managing-teams-3/building-relationships-within-your-team?u=42520596>

MANAGERS DEVELOP EACH PERSON ON THEIR TEAM

1. Giving and Receiving Feedback..... 3m44s
<https://www.linkedin.com/learning/managing-teams-3/giving-and-receiving-feedback?u=42520596>
2. Developing Each Team Member..... 3m40s
<https://www.linkedin.com/learning/managing-teams-3/developing-each-team-member?u=42520596>
3. Manager As a Coach, Mentor, and Sponsor..... 3m17s
<https://www.linkedin.com/learning/managing-teams-3/manager-as-a-coach-mentor-and-sponsor?u=42520596>
4. Managers Prioritize Wellness..... 2m39s
<https://www.linkedin.com/learning/managing-teams-3/managers-prioritize-wellness?u=42520596>

BEST PRACTICES IN MANAGING TEAMS

1. Creating a Learning Culture within Your Team..... 3m6s
<https://www.linkedin.com/learning/managing-teams-3/creating-a-learning-culture-within-your-team?u=42520596>
2. Managers As Entrepreneurs..... 2m47s
<https://www.linkedin.com/learning/managing-teams-3/managers-as-entrepreneurs?u=42520596>
3. Communicating within the Team You Manage..... 2m46s
<https://www.linkedin.com/learning/managing-teams-3/communicating-within-the-team-you-manage?u=42520596>
4. Communicating about the Team You Manage..... 3m19s
<https://www.linkedin.com/learning/managing-teams-3/communicating-about-the-team-you-manage?u=42520596>

MANAGING DIFFERENT TYPES OF TEAMS

1. Managing Virtual Teams..... 3m23s
<https://www.linkedin.com/learning/managing-teams-3/managing-virtual-teams?u=42520596>
2. Managing Intergenerational Teams..... 3m28s
<https://www.linkedin.com/learning/managing-teams-3/managing-intergenerational-teams?u=42520596>
3. Managing Culturally Diverse Teams..... 2m48s
<https://www.linkedin.com/learning/managing-teams-3/managing-culturally-diverse-teams?u=42520596>
4. Managing Cross-Functional Teams..... 3m5s
<https://www.linkedin.com/learning/managing-teams-3/managing-cross-functional-teams?u=42520596>
5. Managing Difficult Personalities on Your Team..... 3m9s
<https://www.linkedin.com/learning/managing-teams-3/managing-difficult-personalities-on-your-team?u=42520596>

CONCLUSION

1. Next Steps..... 34s
<https://www.linkedin.com/learning/managing-teams-3/next-steps?u=42520596>

NOTES

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PERFORMANCE MANAGEMENT

"To handle yourself, use your head. To handle others, use your heart."

ELEANOR ROOSEVELT

MANAGING EMPLOYEE PERFORMANCE PROBLEMS

58M 21S

INTRODUCTION

1. The Cost of Poor Performance Management..... 1m9s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/the-cost-of-poor-performance-management?u=42520596>

UNDERSTANDING EMPLOYEE PERFORMANCE PROBLEMS

1. Define Employee Performance Problems..... 1m57s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/define-employee-performance-problems?u=42520596>
2. Organization Influencers 2m46s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/organizational-influencers?u=42520596>
3. Essential Leadership Roles 3m33s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/essential-leadership-roles?u=42520596>
4. Leadership Weaknesses 3m8s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/leadership-weaknesses?u=42520596>
5. Effective Performance Management..... 3m48s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/effective-performance-management?u=42520596>

COACHING EMPLOYEES

1. Assess Employee Performance Problems 1m58s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/assess-employee-performance-problems?u=42520596>
2. Creating a Coaching Solution..... 3m36s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/create-a-coaching-solution?u=42520596>

3. Tactics for Effective Coaching..... 3m26s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/tactics-for-effective-coaching?u=42520596>
4. Qualities of an Effective Coach..... 2m50s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/qualities-of-an-effective-coach?u=42520596>

EXECUTING THE COACHING PROCESS

1. The Coaching Conversation..... 3m18s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/the-coaching-conversation?u=42520596>
2. How to Determine Coachability..... 2m40s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/how-to-determine-coachability?u=42520596>
3. Managing Difficult Coaching Conversations..... 3m56s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/manage-difficult-coaching-conversations?u=42520596>
4. How to Let an Employee Go..... 3m2s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/how-to-let-an-employee-go?u=42520596>

STRENGTHENING PERFORMANCE MANAGEMENT EFFORTS

1. How to Manage Behavior Change..... 3m7s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/how-to-manage-behavior-change?u=42520596>
2. The Role of Boundaries..... 2m17s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/the-role-of-boundaries?u=42520596>
3. Continuous Informal Feedback..... 2m15s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/continuous-informal-feedback?u=42520596>
4. Lead with Accountability..... 2m52s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/lead-with-accountability?u=42520596>
5. Use Goal Setting..... 2m6s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/use-goal-setting?u=42520596>
6. Leverage Peer Influence for Team Culture..... 3m16s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/leverage-peer-influence-for-team-culture?u=42520596>

CONCLUSION

1. Next Steps..... 1m21s
<https://www.linkedin.com/learning/managing-employee-performance-problems-3/next-steps?u=42520596>

NOTES

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EFFECTIVE DELEGATION

“The really expert riders of horses let the horse know immediately who is in control, but then guide the horse with loose reins and seldom use the spurs.”

SANDRA DAY O’CONNOR

DELEGATING TASKS

34M 52S

INTRODUCTION

1. Welcome 1m8s
<https://www.linkedin.com/learning/delegating-tasks/welcome?u=42520596>

WHAT DO YOU ALREADY KNOW?

1. What You Should Know 1m23s
<https://www.linkedin.com/learning/delegating-tasks/what-you-should-know?u=42520596>

THE DELEGATION MINDSET

1. What Keeps Us from Delegating and Why? 3m27s
<https://www.linkedin.com/learning/delegating-tasks/what-keeps-us-from-delegating-and-why?u=42520596>
2. When Tasks Are Delegated to You 3m23s
<https://www.linkedin.com/learning/delegating-tasks/when-tasks-are-delegated-to-you?u=42520596>
3. What Tasks Should You Delegate? 2m56s
<https://www.linkedin.com/learning/delegating-tasks/what-tasks-should-you-delegate?u=42520596>

OPTIONS FOR DELEGATING

1. How to Hire Someone You Can Delegate To 3m14s
<https://www.linkedin.com/learning/delegating-tasks/how-to-hire-someone-you-can-delegate-to?u=42520596>
2. Delegating Tasks to Your Direct Reports 3m8s
<https://www.linkedin.com/learning/delegating-tasks/delegating-tasks-to-your-direct-reports?u=42520596>
3. How to Delegate Outside the Chain of Command 3m21s
<https://www.linkedin.com/learning/delegating-tasks/how-to-delegate-outside-the-chain-of-command?u=42520596>

THE MECHANICS OF DELEGATION

- 1. Lay the Groundwork for Delegation 3m19s
<https://www.linkedin.com/learning/delegating-tasks/lay-the-groundwork-for-delegation?u=42520596>
- 2. How to Communicate Effectively 2m3s
<https://www.linkedin.com/learning/delegating-tasks/how-to-communicate-effectively?u=42520596>
- 3. Set Up Accountability Systems 2m18s
<https://www.linkedin.com/learning/delegating-tasks/set-up-accountability-systems?u=42520596>
- 4. When Someone Makes a Mistake 3m47s
<https://www.linkedin.com/learning/delegating-tasks/when-someone-makes-a-mistake?u=42520596>

CONCLUSION

- 1. Next Steps..... 1m25s
<https://www.linkedin.com/learning/delegating-tasks/next-steps?u=42520596>

NOTES

BEING ABLE TO LISTEN

"If you make listening and observation your occupation, you will gain much more than you can by talk."

ROBERT BADEN-POWELL

EFFECTIVE LISTENING

1H 8M

INTRODUCTION

1. Improve Your Listening Skills.....57s
<https://www.linkedin.com/learning/effective-listening/improve-your-listening-skills?u=42520596>
2. Getting the Most out of the Course 1m35s
<https://www.linkedin.com/learning/effective-listening/getting-the-most-out-of-the-course-2?u=42520596>

ASSESSING YOUR LISTENING SKILLS

1. Five Listening-Focus Skill Sets/Focus Areas..... 3m13s
<https://www.linkedin.com/learning/effective-listening/five-skills-for-improved-listening?u=42520596>
2. Recall Details..... 2m17s
<https://www.linkedin.com/learning/effective-listening/recall-details-2?u=42520596>
3. Understand the Big Picture..... 2m30s
<https://www.linkedin.com/learning/effective-listening/understand-the-big-picture-2?u=42520596>
4. Evaluate Content..... 3m5s
<https://www.linkedin.com/learning/effective-listening/evaluate-content-2?u=42520596>
5. Attune to Subtle Cues 3m20s
<https://www.linkedin.com/learning/effective-listening/attune-to-subtle-cues-2?u=42520596>
6. Listen with Empathy 2m57s
<https://www.linkedin.com/learning/effective-listening/listen-with-empathy?u=42520596>
7. When and How to Listen 5m27s
<https://www.linkedin.com/learning/effective-listening/listen-with-empathy?u=42520596>

CHALLENGES TO LISTENING

1. Getting Distracted by Internal Noise 6m14s
<https://www.linkedin.com/learning/effective-listening/getting-distracted-by-internal-noise-2?u=42520596>
2. Multitasking 3m13s
<https://www.linkedin.com/learning/effective-listening/multitasking-2?u=42520596>
3. Paying Attention to Delivery 3m46s
<https://www.linkedin.com/learning/effective-listening/paying-attention-to-delivery-2?u=42520596>
4. Overwhelming Yourself with Information 3m6s
<https://www.linkedin.com/learning/effective-listening/overwhelming-yourself-with-information-2?u=42520596>
5. Responding Inappropriately 5m44s
<https://www.linkedin.com/learning/effective-listening/responding-inappropriately-2?u=42520596>

EFFECTIVE LISTENING BEHAVIORS

1. Effective Listening Behaviors 1m3s
<https://www.linkedin.com/learning/effective-listening/effective-listening-behaviors?u=42520596>
2. Clarify Your Role 2m41s
<https://www.linkedin.com/learning/effective-listening/clarify-your-role?u=42520596>
3. Use Nonverbal Cues 3m37s
<https://www.linkedin.com/learning/effective-listening/use-nonverbal-cues?u=42520596>
4. Allow Silence 2m32s
<https://www.linkedin.com/learning/effective-listening/allow-silence?u=42520596>
5. Paraphrasing What Was Said 1m54s
<https://www.linkedin.com/learning/effective-listening/paraphrase-what-was-said?u=42520596>
6. Match Emotions 1m53s
<https://www.linkedin.com/learning/effective-listening/match-emotions?u=42520596>
7. Effective Listening in Action 2m46s
<https://www.linkedin.com/learning/effective-listening/effective-listening-in-action?u=42520596>

CONCLUSION

1. Setting Listening Goals 3m15s
<https://www.linkedin.com/learning/effective-listening/setting-listening-goals-2?u=42520596>

NOTES

INCLUSIVE EXCELLENCE

"A lot of different flowers make a bouquet."

AUTHOR UNKNOWN

LEADING INCLUSIVE TEAMS

1H

INTRODUCTION

1. Driving Urgency around Inclusion 1m9s
<https://www.linkedin.com/learning/leading-inclusive-teams/driving-urgency-around-inclusion?u=42520596>

ESTABLISH AN INCLUSIVE TEAM DYNAMIC

1. Prioritizing Inclusion on Your Team 3m15s
<https://www.linkedin.com/learning/leading-inclusive-teams/prioritizing-inclusion-on-your-team?u=42520596>
2. Setting Ground Rules within Your Team 3m39s
<https://www.linkedin.com/learning/leading-inclusive-teams/setting-ground-rules-within-your-team?u=42520596>
3. Building Trust 3m31s
<https://www.linkedin.com/learning/leading-inclusive-teams/building-trust?u=42520596>

COMMUNICATING TO LEAD DIVERSE TEAMS

1. Using Inclusive Language 3m51s
<https://www.linkedin.com/learning/leading-inclusive-teams/using-inclusive-language?u=42520596>
2. Modeling Open Communication 3m10s
<https://www.linkedin.com/learning/leading-inclusive-teams/modeling-open-communication?u=42520596>
3. Adjusting Your Communication Styles 3m53s
<https://www.linkedin.com/learning/leading-inclusive-teams/adjusting-your-communication-style?u=42520596>
4. Providing Feedback in Diverse Teams 4m27s
<https://www.linkedin.com/learning/leading-inclusive-teams/providing-feedback-in-diverse-teams?u=42520596>
5. Understanding Cultural Factors in Feedback Styles 3m14s
<https://www.linkedin.com/learning/leading-inclusive-teams/understanding-cultural-factors-in-feedback-style?u=42520596>

REFLECT ON AND REVAMP YOUR LEADERSHIP PRACTICES

1. Discover Implicit Associations 3m45s
<https://www.linkedin.com/learning/leading-inclusive-teams/discover-implicit-associations?u=42520596>
2. Keep an Open Mind 3m17s
<https://www.linkedin.com/learning/leading-inclusive-teams/keep-an-open-mind?u=42520596>
3. Using Micro-Affirmations 3m44s
<https://www.linkedin.com/learning/leading-inclusive-teams/using-micro-affirmations?u=42520596>

BEST PRACTICES IN LEADING DIVERSE TEAMS

1. Delegate Work and Opportunities Equitably 3m52s
<https://www.linkedin.com/learning/leading-inclusive-teams/delegate-work-and-opportunities-equitably?u=42520596>
2. Demonstrate Humility and Courage 4m12s
<https://www.linkedin.com/learning/leading-inclusive-teams/demonstrate-humility-and-courage?u=42520596>
3. Understand Unconscious Bias in Hiring 3m59s
<https://www.linkedin.com/learning/leading-inclusive-teams/understand-unconscious-bias-in-hiring?u=42520596>
4. Signal You Are an Ally 2m48s
<https://www.linkedin.com/learning/leading-inclusive-teams/signal-you-re-an-ally?u=42520596>
5. Monitor Progress on Your Team 3m28s
<https://www.linkedin.com/learning/leading-inclusive-teams/monitor-progress-on-your-team?u=42520596>

CONCLUSION

1. Next Steps 52s
<https://www.linkedin.com/learning/leading-inclusive-teams/next-steps?u=42520596>

NOTES

PRODUCTIVE CONFLICT

"Peace is not absence of conflict, it is the ability to handle conflict by peaceful means."

RONALD REAGAN

MANAGING TEAM CONFLICT

1H 10M

INTRODUCTION

1. Welcome 1m7s
<https://www.linkedin.com/learning/managing-team-conflict/welcome?u=42520596>
2. Team Conflict Is Necessary for Success 4m43s
<https://www.linkedin.com/learning/managing-team-conflict/team-conflict-is-necessary-for-success?u=42520596>
3. Is Your Team Conflict Healthy or Unhealthy? 3m34s
<https://www.linkedin.com/learning/managing-team-conflict/is-your-team-conflict-healthy-or-unhealthy?u=42520596>

SOURCES OF TEAM CONFLICT

1. How to Resolve Style Differences in Team Conflict 3m22s
<https://www.linkedin.com/learning/managing-team-conflict/how-to-resolve-style-differences-in-team-conflict?u=42520596>
2. How to Resolve Trust Issues in Team Conflict 3m24s
<https://www.linkedin.com/learning/managing-team-conflict/how-to-resolve-trust-issues-in-team-conflict?u=42520596>
3. How to Align Individual and Team Goals 3m5s
<https://www.linkedin.com/learning/managing-team-conflict/how-to-align-individual-and-team-goals?u=42520596>
4. How to Resolve Conflict during Change or Ambiguity 3m49s
<https://www.linkedin.com/learning/managing-team-conflict/how-to-resolve-conflict-during-change-or-ambiguity?u=42520596>

CONFLICT RESOLUTION SKILLS

1. Healthy Approaches to Managing Team Conflict..... 4m14s
<https://www.linkedin.com/learning/managing-team-conflict/healthy-approaches-to-managing-team-conflict?u=42520596>
2. How to Be Assertive in Team Conflict..... 4m59s
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3. Manage Team Conflict with the Accommodating Style..... 5m26s
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5. Manage Team Conflict with the Compromising Style 4m11s
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6. Manage Team Conflict with the Collaborating Style 5m4s
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<https://www.linkedin.com/learning/managing-team-conflict/managing-conflict-well-opens-up-opportunities?u=42520596>

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STRESS AND TIME MANAGEMENT

"The key is in not spending time, but in investing it."

STEPHEN R. COVEY

TIME MANAGEMENT FUNDAMENTALS

2H 53M

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3. Microsoft Office Option.....1m41s
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2. Understanding the Focus-Chaos Scale3m45s
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3. Finding Your Personal Motivation for Lasting Change.....1m55s
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2. Understanding the Consequences of Multitasking.....3m23s
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3. Understanding the Three Principles of Productivity.....3m44s
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4. Working with a Portable Inbox..... 3m5s
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5. Getting the Most from a Notepad 3m15s
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6. Consolidating Multiple Email Accounts 2m40s
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7. Consolidating Multiple Voicemail Accounts..... 2m33s
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8. Establishing a Wild Card Gathering Point..... 2m56s
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9. Separating Work and Personal Gathering Points..... 2m11s
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10. Taking the Next Step to Controlling Your Space..... 1m22s
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1. Setting Your Mind Clearing Options..... 2m41s
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2. Clearing Your Mind of Its To-dos with Mental Triggers..... 3m41s
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1. Choosing the Right Calendar for You 3m8s
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2. Using Your Calendar Effectively 4m23s
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3. Saying No to Others 3m17s
<https://www.linkedin.com/learning/time-management-fundamentals/saying-no-to-others?u=42520596>
4. Saying No to Yourself 3m6s
<https://www.linkedin.com/learning/time-management-fundamentals/saying-no-to-yourself?u=42520596>

EQUIPPING YOURSELF FOR ACTION

1. Preparing for Action 4m30s
<https://www.linkedin.com/learning/time-management-fundamentals/preparing-for-action?u=42520596>

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1. Preparing to Gather 2m46s
<https://www.linkedin.com/learning/time-management-fundamentals/preparing-to-gather?u=42520596>
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2. Processing System: What Is the Next Step? 3m49s
<https://www.linkedin.com/learning/time-management-fundamentals/processing-question-1-what-is-the-next-step?u=42520596>
3. Processing System: When Will It Be Done? 5m2s
<https://www.linkedin.com/learning/time-management-fundamentals/processing-question-2-when-will-it-be-done?u=42520596>
4. Processing System: Where Is Its Home? 4m4s
<https://www.linkedin.com/learning/time-management-fundamentals/processing-question-3-where-is-its-home?u=42520596>
5. Filing Made Simple 3m51s
<https://www.linkedin.com/learning/time-management-fundamentals/filing-made-simple?u=42520596>
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<https://www.linkedin.com/learning/time-management-fundamentals/digital-filing-made-simple?u=42520596>

7. Processing Your First Inbox..... 7m35s
<https://www.linkedin.com/learning/time-management-fundamentals/processing-your-first-inbox?u=42520596>
8. Setting Your Processing Schedule 5m42s
<https://www.linkedin.com/learning/time-management-fundamentals/setting-your-processing-schedule?u=42520596>

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2. Setting Up an Email Archive Folder..... 2m33s
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3. Creating Email Rules or Filters..... 4m31s
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4. Processing an Email Walk-through..... 5m28s
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5. Processing Email versus Checking Email 5m10s
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<https://www.linkedin.com/learning/time-management-fundamentals/understanding-work-time-vs-you-time?u=42520596>
2. Establishing the Most Valuable Activities..... 2m40s
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5. Using Your Time Budgeter..... 3m28s
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1. Maintaining Your Productivity Gains 2m38s
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2. Establish 1:1 Meetings 3m21s
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3. Manage Response Expectations 4m2s
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4. Focus on Humans 3m29s
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5. Set a Positive Example 3m4s
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2. Allocate Scarce Resources 3m50s
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3. Establish Project Deadlines 4m14s
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4. Hold Others Accountable for Deadlines 3m41s
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- 1. Give High Priority Tasks More Time 3m43s
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- 2. Use Your Calendar as the Prioritization Tool..... 3m26s
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- 3. Keep Meetings Action-focused 3m26s
<https://www.linkedin.com/learning/time-management-for-managers/keep-meetings-action-focused?u=42520596>
- 4. Shift Priorities When Needed 3m11s
<https://www.linkedin.com/learning/time-management-for-managers/shift-priorities-when-needed?u=42520596>
- 5. The Priority of You 3m38s
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- 6. The Power of Having Fun 4m23s
<https://www.linkedin.com/learning/time-management-for-managers/the-power-of-having-fun?u=42520596>

CONCLUSION

- 1. Next Steps..... 1m8s
<https://www.linkedin.com/learning/time-management-for-managers/next-steps?u=42520596>

NOTES

PROVIDING FEEDBACK AND PERFORMANCE MANAGEMENT

"Feedback is a gift. Ideas are the currency of our next success. Let people see you value both feedback and ideas."

JIM TRINKA AND LES WALLACE

THE MANAGER'S ROLE IN DELIVERING EMPLOYEE FEEDBACK

27M 44S

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1. The Manager's Role in Delivering Employee Feedback..... 1m
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UNDERSTANDING THE NEED FOR FEEDBACK

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2. Types of Feedback..... 1m35s
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3. Characteristics of Effective Feedback..... 3m8s
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4. Feedback: Role Play..... 2m57s
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1. Observing Employee Behavior 2m34s
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2. Preparing to Deliver Feedback Effectively 2m12s
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PERFORMANCE MANAGEMENT: SETTING GOALS AND MANAGING PERFORMANCE

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2. Aligning Goals 2m57s
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3. Process Considerations..... 2m42s
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2. Gathering Performance Data 2m54s
<https://www.linkedin.com/learning/performance-management-setting-goals-and-managing-performance/gathering-performance-data?u=42520596>
3. Ensuring Accountability..... 2m51s
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<https://www.linkedin.com/learning/performance-management-conducting-performance-reviews/reviewing-relevant-information?u=42520596>
2. Creating the First Draft 3m15s
<https://www.linkedin.com/learning/performance-management-conducting-performance-reviews/creating-the-first-draft?u=42520596>
3. Creating the Final Draft 2m59s
<https://www.linkedin.com/learning/performance-management-conducting-performance-reviews/creating-the-final-draft?u=42520596>

DELIVERING THE REVIEW

1. Avoiding Mistakes..... 3m8s
<https://www.linkedin.com/learning/performance-management-conducting-performance-reviews/avoiding-mistakes?u=42520596>
2. Preparing for the Meeting 3m10s
<https://www.linkedin.com/learning/performance-management-conducting-performance-reviews/preparing-for-the-meeting?u=42520596>
3. Elements of Effective Delivery 2m57s
<https://www.linkedin.com/learning/performance-management-conducting-performance-reviews/elements-of-effective-delivery?u=42520596>
4. Creating Performance Improvement Plans..... 3m13s
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CONCLUSION

1. Next Steps..... 1m41s
<https://www.linkedin.com/learning/performance-management-conducting-performance-reviews/next-steps?u=42520596>

CREATING A MOTIVATING ENVIRONMENT

“The strength of the team is each individual member. The strength of each member is the team”

PHIL JACKSON

MOTIVATING AND ENGAGING EMPLOYEES

46M 34S

INTRODUCTION

1. Welcome..... 1m17s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/welcome?u=42520596>

EMPLOYEE ENGAGEMENT BEGINS WITH THE LEADER

1. Current State of Employee Engagement..... 3m32s
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2. Why You Should Care about Employee Engagement..... 3m37s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/why-you-should-care-about-employee-engagement?u=42520596>
3. What Motivates and Engages Today’s Employees?..... 4m6s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/what-motivates-and-engages-today-s-employees?u=42520596>
4. The Three Types of Employees in Terms of Engagement..... 3m23s
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1. Ways Companies Can Influence Employee Engagement..... 2m57s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/ways-companies-can-influence-employee-engagement?u=42520596>
2. How Managers Can Better Engage Their Employees 3m27s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/how-managers-can-better-engage-employees?u=42520596>
3. Manage Disengaged Employees..... 4m1s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/manage-disengaged-employees?u=42520596>

ENGAGING EMPLOYEES

1. Myths Regarding Employee Engagement..... 3m20s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/myths-regarding-employee-engagement?u=42520596>
2. What Employees Want from Their Leaders 2m50s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/what-employees-want-from-their-leaders?u=42520596>
3. Build a Magnetic Culture..... 2m46s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/build-a-magnetic-culture?u=42520596>

CREATING LIFELONG CONNECTIONS WITH EMPLOYEES

1. Use Purpose to Drive Employee Engagement 3m44s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/use-purpose-to-drive-employee-engagement?u=42520596>
2. Give Employees Control 3m5s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/give-employees-control?u=42520596>
3. Low Cost Ways to Show Employees That They Are Valued 3m4s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/low-cost-ways-to-show-employees-they-are-valued?u=42520596>

CONCLUSION

1. Next Steps..... 1m25s
<https://www.linkedin.com/learning/motivating-and-engaging-employees-2/next-steps?u=42520596>
2. What Did You Learn?

NOTES

PUBLIC SPEAKING

*“Words have incredible power.
They can make people’s hearts soar,
or they can make people’s hearts sore.”*

DR. MARDY GROTHE

PUBLIC SPEAKING FOUNDATIONS 1H 3M

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- 1. Deliver a Great Presentation54s
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- 1. Identify Your Audience 2m46s
<https://www.linkedin.com/learning/public-speaking-foundations-2/identify-your-audience?u=42520596>
- 2. Know Why You Are Talking 2m59s
<https://www.linkedin.com/learning/public-speaking-foundations-2/know-why-you-re-talking?u=42520596>
- 3. Outline Your Speech..... 3m14s
<https://www.linkedin.com/learning/public-speaking-foundations-2/outline-your-speech?u=42520596>
- 4. Find Your Story 3m
<https://www.linkedin.com/learning/public-speaking-foundations-2/find-your-story?u=42520596>

PREPARE FOR YOUR SPEECH

- 1. Warm Up 3m39s
<https://www.linkedin.com/learning/public-speaking-foundations-2/warm-up?u=42520596>
- 2. Research the Room 2m38s
<https://www.linkedin.com/learning/public-speaking-foundations-2/research-the-room?u=42520596>
- 3. Say Yes to the Microphone 2m42s
<https://www.linkedin.com/learning/public-speaking-foundations-2/say-yes-to-the-microphone?u=42520596>
- 4. Manage Pre-performance Anxiety 2m48s
<https://www.linkedin.com/learning/public-speaking-foundations-2/manage-pre-performance-anxiety?u=42520596>
- 5. Rehearse 2m33s
<https://www.linkedin.com/learning/public-speaking-foundations-2/rehearse?u=42520596>

OPEN

1. Develop Credibility..... 2m43s
<https://www.linkedin.com/learning/public-speaking-foundations-2/develop-credibility?u=42520596>
2. Explore Five Strong Openings..... 3m34s
<https://www.linkedin.com/learning/public-speaking-foundations-2/explore-five-strong-openings?u=42520596>
3. Introduce Your Agenda..... 2m25s
<https://www.linkedin.com/learning/public-speaking-foundations-2/introduce-your-agenda?u=42520596>
4. Avoid Common Opening Mistakes..... 2m49s
<https://www.linkedin.com/learning/public-speaking-foundations-2/avoid-common-opening-mistakes?u=42520596>

DELIVER

1. Develop Vocal Variety..... 2m50s
<https://www.linkedin.com/learning/public-speaking-foundations-2/develop-vocal-variety?u=42520596>
2. Reduce the Use of Crutch Words..... 3m5s
<https://www.linkedin.com/learning/public-speaking-foundations-2/reduce-the-use-of-crutch-words?u=42520596>
3. Practice Great Body Language..... 3m
<https://www.linkedin.com/learning/public-speaking-foundations-2/practice-great-body-language?u=42520596>
4. Use Props and Visual Aids..... 2m55s
<https://www.linkedin.com/learning/public-speaking-foundations-2/use-props-and-visual-aids?u=42520596>
5. Anticipate Tech Mishaps..... 2m36s
<https://www.linkedin.com/learning/public-speaking-foundations-2/anticipate-tech-mishaps?u=42520596>

CLOSE

1. Handle Q&A..... 3m2s
<https://www.linkedin.com/learning/public-speaking-foundations-2/handle-q-a?u=42520596>
2. Explore Strong Ways to Close..... 3m
<https://www.linkedin.com/learning/public-speaking-foundations-2/explore-strong-ways-to-close?u=42520596>
3. Get Feedback..... 3m10s
<https://www.linkedin.com/learning/public-speaking-foundations-2/get-feedback?u=42520596>

CONCLUSION

1. Final Inspiration..... 49s
<https://www.linkedin.com/learning/public-speaking-foundations-2/final-inspiration?u=42520596>

NOTES

LEADERSHIP

“The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things.”

RONALD REAGAN

LEADERSHIP PRACTICE SKILLS

2H 40M

INTRODUCTION

1. Welcome53s
<https://www.linkedin.com/learning/leadership-practical-skills/welcome?u=42520596>

WHAT IS A LEADER?

1. Introduction57s
<https://www.linkedin.com/learning/leadership-practical-skills/introduction-5?u=42520596>
2. What Makes a Great Captain? 9m45s
<https://www.linkedin.com/learning/leadership-practical-skills/what-makes-a-great-captain?u=42520596>
3. Everything Is Management’s Fault 4m47s
<https://www.linkedin.com/learning/leadership-practical-skills/everything-is-management-s-fault?u=42520596>
4. Connecting with Your Team..... 5m37s
<https://www.linkedin.com/learning/leadership-practical-skills/connecting-with-your-team?u=42520596>
5. Addressing the Troops..... 4m11s
<https://www.linkedin.com/learning/leadership-practical-skills/addressing-the-troops?u=42520596>
6. Are Great Leaders Born or Made? 6m2s
<https://www.linkedin.com/learning/leadership-practical-skills/are-great-leaders-born-or-made?u=42520596>

MOTIVATION

1. Introduction40s
<https://www.linkedin.com/learning/leadership-practical-skills/introduction-3?u=42520596>
2. Maslow 11m7s
<https://www.linkedin.com/learning/leadership-practical-skills/maslow?u=42520596>
3. The Management Potato 9m6s
<https://www.linkedin.com/learning/leadership-practical-skills/the-management-potato?u=42520596>
4. Four Types of People 7m
<https://www.linkedin.com/learning/leadership-practical-skills/four-types-of-people?u=42520596>

5. Is Money a Motivator? 5m59s
<https://www.linkedin.com/learning/leadership-practical-skills/is-money-a-motivator?u=42520596>
6. 20 Motivational Essentials 9m31s
<https://www.linkedin.com/learning/leadership-practical-skills/20-motivational-essentials?u=42520596>

LEADERSHIP STYLES: PART 1

1. Introduction 39s
<https://www.linkedin.com/learning/leadership-practical-skills/introduction-2?u=42520596>
2. How Much Control Should You Keep? 9m10s
<https://www.linkedin.com/learning/leadership-practical-skills/how-much-control-should-you-keep?u=42520596>
3. The Seagull 1m57s
<https://www.linkedin.com/learning/leadership-practical-skills/the-seagull?u=42520596>

DELEGATING

1. Introduction 24s
<https://www.linkedin.com/learning/leadership-practical-skills/introduction-4?u=42520596>
2. Delegating Is Great! 1m49s
<https://www.linkedin.com/learning/leadership-practical-skills/delegating-is-great?u=42520596>
3. Objections to Delegating 5m58s
<https://www.linkedin.com/learning/leadership-practical-skills/objections-to-delegating?u=42520596>
4. Would You Be Missed? 3m33s
<https://www.linkedin.com/learning/leadership-practical-skills/would-you-be-missed?u=42520596>
5. Cushion Story 4m47s
<https://www.linkedin.com/learning/leadership-practical-skills/cushion-story?u=42520596>
6. How to Delegate: The Specifics 6m46s
<https://www.linkedin.com/learning/leadership-practical-skills/how-to-delegate-the-specifics?u=42520596>
7. Don't Take the Monkey 4m53s
<https://www.linkedin.com/learning/leadership-practical-skills/don-t-take-the-monkey?u=42520596>

LEADERSHIP STYLES: PART 2

1. Introduction 28s
<https://www.linkedin.com/learning/leadership-practical-skills/introduction?u=42520596>
2. Are Your People Competent and Motivated? 6m14s
<https://www.linkedin.com/learning/leadership-practical-skills/are-your-people-competent-and-motivated?u=42520596>
3. What If Someone Lets You Down? 6m6s
<https://www.linkedin.com/learning/leadership-practical-skills/what-if-someone-lets-you-down?u=42520596>
4. How Much Freedom Should You Give? 5m35s
<https://www.linkedin.com/learning/leadership-practical-skills/how-much-freedom-should-you-give?u=42520596>

- 5. Deciding Your Grip 4m22s
<https://www.linkedin.com/learning/leadership-practical-skills/deciding-your-grip?u=42520596>
- 6. Options for Planning and Doing 3m4s
<https://www.linkedin.com/learning/leadership-practical-skills/options-for-planning-and-doing?u=42520596>
- 7. Daily, Weekly, Monthly, Yearly 5m56s
<https://www.linkedin.com/learning/leadership-practical-skills/daily-weekly-monthly-yearly?u=42520596>

CONCLUSION

- 1. Your Pledge..... 2m1s
<https://www.linkedin.com/learning/leadership-practical-skills/your-pledge?u=42520596>
- 2. Thank You 1m31s
<https://www.linkedin.com/learning/leadership-practical-skills/thank-you?u=42520596>

NOTES

POWER OF GRATITUDE AND INFLUENCING OTHERS

“Gratitude is the healthiest of all human emotions. The more you express gratitude for what you have, the more likely you will have even more to express gratitude for.”

ZIG ZIGLAR

INFLUENCING OTHERS

42M

INTRODUCTION

- 1. Making Influence Work.....44s
<https://www.linkedin.com/learning/influencing-others/making-influence-work?u=42520596>

MINDSET AND HABITS FOR INFLUENCE

- 1. Find Inspiration..... 3m14s
<https://www.linkedin.com/learning/influencing-others/find-inspiration?u=42520596>
- 2. Build Rapport..... 3m15s
<https://www.linkedin.com/learning/influencing-others/build-rapport?u=42520596>
- 3. Be Likable..... 2m30s
<https://www.linkedin.com/learning/influencing-others/be-likable?u=42520596>
- 4. Be Influenceable 2m40s
<https://www.linkedin.com/learning/influencing-others/be-influenceable-2?u=42520596>
- 5. Turn Objections into Actions 4m5s
<https://www.linkedin.com/learning/influencing-others/turn-objections-into-actions-2?u=42520596>
- 6. Think Long Term..... 3m36s
<https://www.linkedin.com/learning/influencing-others/think-long-term?u=42520596>

INFLUENCE TECHNIQUES

1. Simple, Specific, and Surprising 3m14s
<https://www.linkedin.com/learning/influencing-others/simple-specific-and-surprising?u=42520596>
2. Credible Sources 1m16s
<https://www.linkedin.com/learning/influencing-others/credible-sources?u=42520596>
3. Urgency and Scarcity 1m13s
<https://www.linkedin.com/learning/influencing-others/urgency-and-scarcity?u=42520596>
4. Pain and Gain Framing 1m7s
<https://www.linkedin.com/learning/influencing-others/pain-and-gain-framing?u=42520596>
5. Compare and Contrast 2m49s
<https://www.linkedin.com/learning/influencing-others/compare-and-contrast?u=42520596>
6. Secure a Commitment 2m56s
<https://www.linkedin.com/learning/influencing-others/secure-a-commitment?u=42520596>
7. Ask for Advice 2m30s
<https://www.linkedin.com/learning/influencing-others/ask-for-advice?u=42520596>
8. Appeal to High-Level Goals 1m19s
<https://www.linkedin.com/learning/influencing-others/appeal-to-high-level-goals?u=42520596>
9. Social Proof 2m15s
<https://www.linkedin.com/learning/influencing-others/social-proof?u=42520596>
10. Reciprocity 1m37s
<https://www.linkedin.com/learning/influencing-others/reciprocity?u=42520596>

CONCLUSION

1. The Power of Gratitude 1m29s
<https://www.linkedin.com/learning/influencing-others/the-power-of-gratitude?u=42520596>

NOTES

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