

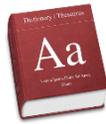
Management Forum

Management Challenges

- Clarifying roles
- Defining accountabilities
- Making clear, actionable requests
- Dealing with obstacles to smooth communication
- Delivering meaningful feedback
- Delegating and monitoring—and ensuring consistent results
- Making the right things happen

Experienced managers and senior management teams often need a place where they can discuss current issues, learn about relevant management practices, and decide what actions to take. This informal seminar provides an efficient way to get answers on key people-management topics.

This 90-minute to 2-hour session provides mid- and senior-level managers with an update on effective practices in these four key areas:



Define roles, duties, relationships, accountabilities



Set clear expectations



Communicate



Take action

The seminar begins by asking managers to talk about their top management concerns. This allows the facilitator to focus the brief presentations and discussions and address the areas of greatest interest to the seminar participants. Each manager receives a set of resources, including guidelines and checklists. Some of the topics we can address are listed in the box to the left.

Depending on how much participants wish to explore these areas, the seminar lasts from 90 minutes to two hours. If desired, follow-up sessions can be arranged to explore the topics in greater depth or to address additional ones.

CAUGHRAN ASSOCIATES LLC

Training – Performance Management – Coaching

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Maureen Caughran

Maureen develops and conducts training, team building, and strategic planning sessions for all types of organizations and all levels of management and staff. In her management workshops, she has worked with thousands of managers to help them learn and use the latest performance management tools to clarify standards and objectives, create conditions for motivation, and monitor progress towards goals.

Current and past clients include: AHC Inc., AHC Management LLC, Akridge, Charles E. Smith Commercial Realty Inc., EMCOR, EMCOR Facilities Services, Legum & Norman Inc., Linc Facility Services, Paradigm, The Building Owners and Managers Institute, The Golden Triangle Business Improvement District, The Smithsonian Institution, The Trust for the National Mall, The World Bank, and the following federal government agencies: The Social Security Administration, Centers for Medicare and Medicaid, Department of Commerce, U.S. Small Business Administration, Environmental Protection Agency, Department of Agriculture, Department of the Army, Department of the Navy, Department of Transportation, and Department of Health and Human Services. She has been a guest instructor at The American University and at Marymount University.

Maureen has been a trainer and consultant for over twenty-five years, in both the public and private sectors. She began her career as an ESL instructor in the Peace Corps at an adult language school in Tunis, Tunisia. She has held management positions at The Federal Reserve Board and The Charles E. Smith Companies. She received a Master of Science in Administration with a concentration in Human Systems and Organizational Behavior from The George Washington University, a B.A. from The Ohio State University, and a Diploma from the *Cours de Civilisation Française* at the University of Paris.