



2020 NMA Chapter Leadership Training
Friday, April 24, 2020
1:00 PM EDT



Professional Development

Deborah Davis-Leicht/Facilitator



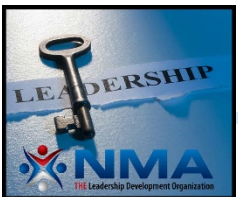
Professional Development

Today's CLT Facilitator:



Deborah Davis-Leicht

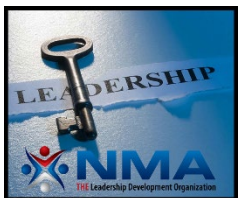
Professional Development Committee Co-Chair
NMA Board of Directors
Fort Worth, TX



Leveraging NMA's PD Resources

Professional Development at the Chapter Level

- ▶ Now, more than ever, your NMA Chapter should be planning ahead and be ready to bring multiple opportunities for personal and professional development to your members. Everyone wins when that's the goal ...



Leveraging NMA's PD Resources

What's in it for the ... ?

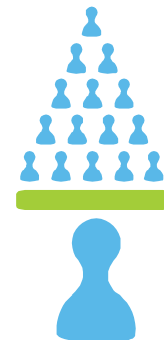
Participants:

- ▶ *Gain new skills*
- ▶ *Invest in their own careers*
- ▶ *Build new relationships*



Organization:

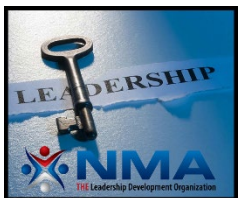
- ▶ *Support for a continuous learning environment*
- ▶ *Cost-effective leadership training*
- ▶ *Engagement of employees in their own development*



Leveraging NMA's PD Resources

Key Stakeholders

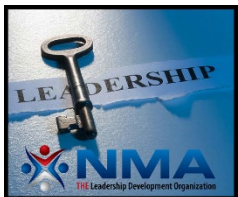
- **Senior Leadership** – they can literally “see” value from the chapter they support
- **Human Resources and Training** – the chapter is viewed as a “business partner” in achieving their people development goals
- **Members** – view the chapter PD program as more personal and tuned to their needs, versus compliance training or mandated courses and workshops



First Things First!

Engage Human Resources

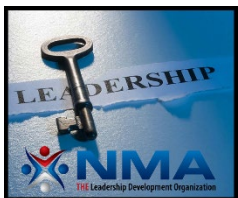
- ❖ You are NOT a threat
- ❖ You want to support ongoing training & development
- ❖ You are there to help
- ❖ Ask for someone from HR to advise the chapter; get HR/training ON the team!
- ❖ Ask “What can we take off your plate?”
- ❖ Provide feedback on needs to NMA



Leveraging NMA's PD Resources

PD Committee: Who will be responsible for what?

- ❖ Choosing the right mix of “classes,” programs, & events
- ❖ Setting up meeting rooms
- ❖ Handling publicity, registration, ordering materials
- ❖ Getting CEU approval and submitting forms
- ❖ Budgeting – what do things cost? How will courses/ programs be covered (chapter, individual, partnering with company?)
- ❖ Finding facilitators/course leaders
- ❖ Recognizing achievements

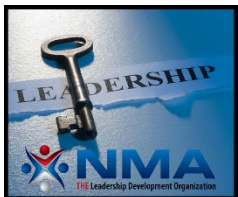


Leveraging NMA's PD Resources

Let's look at some NMA PD Products

- ▶ Foundations of Management
- ▶ Building Virtual Teams
- ▶ NMA LeaderLabs (9 courses)
- ▶ Live OnLine monthly webinar
- ▶ FaciliSkills – under revision
- ▶ New self-study library coming soon

Remember: Complete course details, pricing, and ordering details are all on the NMA website!



Leveraging NMA's PD Resources

Foundations of Management

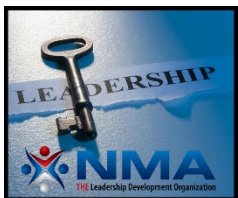
Course 1: Management Fundamentals

Course 2: Managerial Functions

Course 3: Business Concepts for Managers



Details at
nma1.org!



Leveraging NMA's PD Resources

Building Virtual Teams

Five chapters, all dedicated to understanding the characteristics, challenges, and opportunities that come with working on virtual teams ... ANY team, to be honest!

- ▶ *Analyze Virtual Workplace Realities*
- ▶ *Overcome Distance and Cultural Factors*
- ▶ *Feel the Impact of Accountability and Shared Vision*
- ▶ *Learn How to Mitigate Conflict*
- ▶ *Identify Outstanding Best Virtual Practices*

Details at
nma1.org!



Leveraging NMA's PD Resources

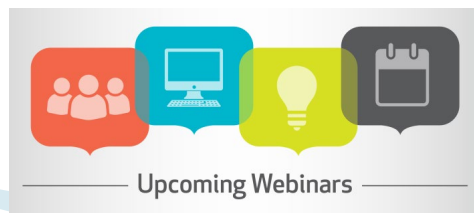
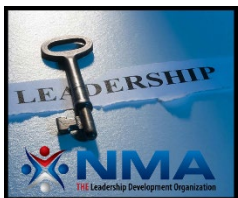
Engage Your Members

Monthly Live OnLine Webinars

Third Thursday of the Month – 12:00 noon and 3:00 pm EST

Coming May 21: “The Art of War ...
From the Broadsword to the Boardroom”

Details at
nma1.org!



All are archived on our website
for viewing 24/7!

Leveraging NMA's PD Resources

NMA LeaderLabs

Interactive scenario-based learning sessions

1. *Survival Skills – Priorities under pressure*
2. *Apprentice Auction – Selling with substance*
3. *Hiring Opportunity – Cover your criteria*
4. *Startup Saga – Minding the mission*
5. *Deadline Dilemma – Give and take*
6. *Operation Overload – Find a fix*
7. *Delivery Delay – Satisfy your customer*
8. *Developing Diversity – Invite all ideas*
9. *Employee Engagement – Walk the talk*

NMA LeaderLab
SURVIVAL SKILLS

Set Direction
↓
Prioritize Requirements
↓
Deliver Results

NMA
THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

LeaderLab CEU Code 05001LL .1 CEU

LEAD THE WAY TO EFFECTIVE OPERATIONS...

NMA LeaderLab
STARTUP SAGA

Figure out how to guide a new venture by developing an appropriate vision, mission and value set to ensure success...

FOCUS ON THE BIG PICTURE
↓
DEFINE THE KEY GOALS
↓
SPECIFY THE EXPECTATIONS

LeaderLab CEU Code 05004LL .1 CEU
NMA... THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

Take charge of the situation!

Copyright © 2016, by National Management Association, Dayton, OH

"Honest communications and shared solutions are key to building trust and restoring confidence."

NMA LeaderLab
DELIVERY DELAY

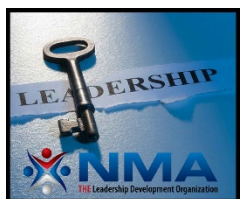
Figure out what steps your team can take to recover and how to involve your supplier and customers in the solution...

TAKE FULL RESPONSIBILITY
↓
JOINTLY FIND ANSWERS
↓
WORK AS A TEAM

LeaderLab CEU Code 05007LL .1 CEU
NMA... THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

Make it our business!

Copyright © 2016, by National Management Association, Dayton, OH



NMA LeaderLab
APPRENTICE AUDITION

Try out your visionary, organizational, teamwork and communications skills in a new business environment, and compete against other groups for a simulated slot on the APPRENTICE TEAM TV Show...

DEFINE YOUR PRODUCT AND CUSTOMERS
↓
DEVELOP YOUR APPLICATIONS
↓
SELECT YOUR PRODUCTION AND SALES APPROACH

LeaderLab CEU Code 05002LL .1 CEU
NMA... THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

May the best team win!

Effective relations with Contractors require strong communication skills and a shared sense of mission

NMA LeaderLab
DEADLINE DILEMMA

Figure out how to deal with a Contractor team and get their help in a time-critical situation while addressing contractual restrictions and personal reluctances...

OFFER OPPORTUNITIES
↓
OVERCOME OBSTACLES
↓
ACHIEVE AGREEMENT

LeaderLab CEU Code 05005LL .1 CEU
NMA... THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

Find a win-win answer!

Copyright © 2016, by National Management Association, Dayton, OH

"Determining how to deal with diversity is one of the key challenges and opportunities in today's business environment."

NMA LeaderLab
DEVELOPING DIVERSITY

Learn how to effectively work with team members, acknowledge and address all team inputs and arrive at best resultant solutions...

RESPECT ALL TEAM MEMBERS
↓
ACT ON ALL IDEAS
↓
ENSURE CLOSURE

LeaderLab CEU Code 05008LL .1 CEU
NMA... THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

Make all inputs count!

Copyright © 2016, by National Management Association, Dayton, OH

BE THE BOSS YOUR EMPLOYEES DESERVE

NMA LeaderLab
HIRING OPPORTUNITY

See if you have what it takes to successfully select your next boss by exercising your judgment, applying your experience and agreeing on an approach for picking the best candidate...

WHAT CHARACTERISTICS SHOULD A GOOD BOSS HAVE?
↓
WHY ARE THESE CHARACTERISTICS IMPORTANT?
↓
HOW CAN YOU TELL THAT A CANDIDATE IS A GOOD BOSS?

LeaderLab CEU Code 05003LL .1 CEU
NMA... THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

Hire the boss you need!

Copyright © 2006, by National Management Association, Dayton, OH

NMA LeaderLab
OPERATION OVERLOAD

Figure out how to sign up volunteers from people who have neither the time nor the inclination to take on extra tasks...

COVER CONCERNS
↓
SUGGEST SOLUTIONS
↓
BUILD BUY-IN

LeaderLab CEU Code 05006LL .1 CEU
NMA... THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

Meet all their needs!

Copyright © 2016, by National Management Association, Dayton, OH

MESSAGE FROM YOUR CEO

NMA LeaderLab
EMPLOYEE ENGAGEMENT

Figure out how to handle management information flow-downs you don't understand, learn how to work together as a team to interpret and implement the associated information, and improve your communication skills by becoming fully engaged...

ALL EMPLOYEES MUST IMPLEMENT THESE INSTRUCTIONS!
↓
FOLLOW THE RULES
↓
FIND A WAY
↓
LEARN TO COMMUNICATE

LeaderLab CEU Code 05009LL .1 CEU
NMA... THE Leadership Development Organization
2318 Archer Blvd.
Dayton, OH 45404
937-284-8421
Web Site: <http://www.nma1.org>

Take charge of the situation!

Copyright © 2016, by National Management Association, Dayton, OH

**Details at
nma1.org!**

Leveraging NMA's PD Resources

New for 2019-2020

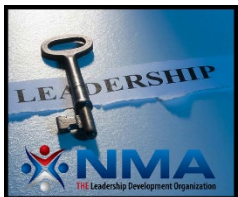
NMA On Line Library:

- Leadership & Influence
- Change Management
- Emotional Intelligence
- Goal Setting & Getting Things Done
- Assertiveness & Self Confidence
- Generation Gaps

Six self-paced, 1 hour courses; only \$39!

**Details at
[nma1.org!](http://nma1.org)**

Available for BOTH Group Discussion/Study or Self-Study Online Programming!



Leveraging NMA's PD Resources

**New &
Improved**



Now Available:

FaciliSkills™

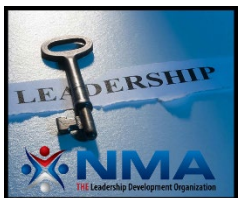
Leader Guide for each course: \$59

Participant Manual for each course: \$59

20% off with Chapter Rewards Dollars

- ✓ How to run effective meetings, any time, anywhere
- ✓ How to facilitate trust and open communication
- ✓ How to engage others in discussion
- ✓ How to use the best tools for handling conflict, “reading the room”, and creating group synergy

**Details at
[nma1.org!](http://nma1.org)**



Newly redesigned:

- Three courses
- Facilitator and Student Guides
- PPT based

Leveraging NMA's PD Resources

Certified Manager & Certified Supervisor Programs

cm

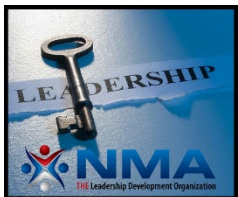
Certified Manager Certification

A management certification program designed for mid-level managers to validate competency.

- Verify your ability to manage and lead
- Meet Eligibility Requirements; need not have a “management title”
- Pass 3 CM assessment exams

ICPM

Institute of Certified Professional Managers



icpm.biz

Details at
nma1.org

CS

Certified Supervisor Certification

NEW!

A new management certification program designed for entry level managers to succeed in their first management role.

- Begin your management career with affordable, independent learning
- Are you currently supervising others or aspiring to be a supervisor? If so, the CS is designed for you.
- The real-world knowledge and skills you will learn through the CS can be used immediately to help you become a more efficient, effective supervisor.

Leveraging NMA's PD Resources

Additional PD Resources

Professional Development Guidebook

- ▶ Developing a PD plan
- ▶ Description of processes
 - Forms (B3, B4, B5, etc.)
- ▶ All about CEU
- ▶ Developing Facilitators
- ▶ Ordering courses
- ▶ Requesting certificates

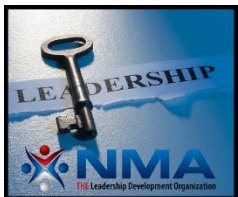


Download at
nma1.org!

Leveraging NMA's PD Resources

Chapter Rewards Program

REMEMBER! You have a \$2/member dues rebate that can be used toward the purchase of NMA awards, conference registrations, and educational materials. Contact NMA for your current Chapter Rewards “balance”.

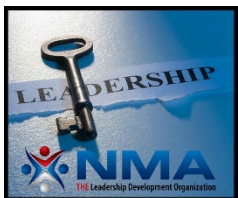


Recognition

Recognize People's Achievements!

- ❖ Chapter Meetings
- ❖ Executive Staff Meetings
- ❖ Chapter Newsletters
- ❖ E-blasts, website posts
- ❖ Notes to Supervisors
- ❖ Bulletin Boards

Ask execs to personally hand out achievement certificates!



Professional Development Award

Celebrate Your Successes

Presented to any Chapter that has an outstanding PD and CM Program through conducting both NMA and non-NMA courses, and involving executive managers in their Professional Development program. Be recognized at NMA's Annual Conference.

Details at
nma1.org!



Q & A and Best Practices

- ❖ What really works and draws people to your learning activities?
- ❖ How do you pay for PD programs?
- ❖ Please share the kinds of “other” PD programs that seem to work for your chapter?
- ❖ Can you recall any unforeseen successes and/or “epic failures”?
- ❖ What would you like to learn from others who are logged on?



Leveraging NMA's PD Resources

Thank you for attending!

