

# We Rewrote the Book on Energy Professional Education.

The NEFI Energy Leaders program ensures that energy professionals have the business and leadership skills they need to create and execute strategy to positively impact their organizations.



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**Quinnipiac**  
UNIVERSITY

**NEFI Management Development Program**

- Quinnipiac University
- Self-paced Learning: Online, Webinars and Local Classes

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**617-924-1000**



**NEFI.EDU.com**

## November 2019 Learning Events

### **In person #1: Leadership Essentials: Skills for the Superstar Supervisor**

#### **How You Will Benefit**

Many studies have been conducted to determine the reasons that employees leave their jobs. Most reasons point squarely to their bosses:

- 39% said their supervisors didn't keep their promises.
- 37% said their supervisors failed to give credit when due.
- 31% said their supervisors gave them the "silent treatment."
- 27% said their supervisors made negative comments about them to others.
- 23% said their supervisors blamed others to cover up their own mistakes or embarrassment.

As a result, employees reported feeling more tension, mistrust, and exhaustion, and were less satisfied and less likely to take on additional tasks or work longer hours. In other words, managers directly affect their employees' productivity and satisfaction in the workplace. In another study, 44% of employees said that their individual supervisor was the most important factor in increasing employee engagement. And when employees are engaged, 70% say they have a good understanding of how to meet customer needs (versus 17% of non-engaged employees), 78% would recommend their company's products or services (versus 3% of non-engaged), and 86% say they very often feel happy at work (versus 11% of non-engaged).

**The bottom line:** Managers influence employees' satisfaction at work, for better or worse. This program will help you become a super manager—someone who everyone wants to work for.

#### **Course Objectives**

Successful completion of this course will increase your ability to:

- Develop self-awareness regarding your managerial skills and display attentiveness to your employees.
- Demonstrate consistency in your values, attitude, and behavior.
- Identify when and how to appropriately exercise mental flexibility.
- Display humility and confidence in your decisions as a manager and show confidence in your employees.
- Ensure that employees maintain focus.
- Encourage employee satisfaction and motivation by creating a fun working environment.

#### **Key Topics Covered**

This course explores the following subjects in depth:

- Common obstacles to being a super manager.
- Key opposing characteristics necessary for managerial success and how to properly balance them.
- Increasing your self-awareness through feedback, after-action reports, and reflection.
- Showing attentiveness to individual employees by helping them to set career goals and tailoring recognition for achievements.
- Practical examples for expressing consistency in your values, attitude, and behavior.
- Appropriate circumstances for using mental flexibility and intelligent disobedience in the workplace.
- Characteristics and benefits of humility as well as techniques for demonstrating it.
- How to avoid micromanagement in order to show confidence in employees' abilities.
- Tips for being a confident decision maker and combatting indecisiveness.
- How to remain results-oriented and resolve performance issues in employees.
- Various ways to foster a fun workplace.

Successful completion of this course will increase your ability to:

- Recognize ways to change your mindset about meetings.
- Eliminate habits that make meetings unproductive.
- Identify alternatives to holding traditional meetings.
- Demonstrate effective facilitation skills.
- Help your group make decisions quickly.
- Ensure that every meeting ends with actionable items.

### Key Topics Covered

This course explores the following subjects in depth:

- Determining a meeting's purpose and ensuring an action-oriented focus
- Discovering how alternatives such as technology/social media, huddles, office hours, and open house can be used to achieve the meeting's purpose
- The 15-minute meeting philosophy and developing a different perspective on meetings to help ensure effective use of time
- Eliminating unproductive meeting habits that occur before, during, and after a meeting
- Preparing an effective meeting agenda to help ensure discussions are focused and to facilitate follow-up later on
- Tips and techniques for effective facilitation during the meeting such as managing side issues
- Making successful decisions quickly through the "satisficer" approach—choosing the option that meets an established set of criteria
- Important items to track during meetings that facilitate follow-up and the distribution of meeting notes to attendees

**Put it into Action Webinar #1:** Balancing Priorities: Manage Tasks, Deadlines and Expectations for You and Your Team

### How You Will Benefit

In our increasingly competitive world, we all need to be more productive than ever. Not only must we do our jobs in less time and with fewer resources, we often work for more than one boss and on more than one team.

As a result, we may face conflicting tasks, deadlines, and expectations, making it difficult to identify what's most important. Furthermore, the transformations in our workplaces brought about by technology have, in addition to the many benefits, increased the speed and complexity of our work.

This course will enable you to properly prioritize your obligations, allowing you to improve performance and productivity. As a result, you'll also achieve a better work/life balance, minimize the stress related to managing your tasks efficiently, and, ultimately, improve working relationships.

### Course Objectives

Successful completion of this course will increase your ability to:

- Understand why it is important to manage your priorities.
- Describe obstacles to managing your priorities.
- Prioritize your tasks, activities, and responsibilities.
- Employ strategies for making the best use of your time.
- Describe ways to use technology to stay on track.

### Key Topics Covered

This course explores the following subjects in depth:

## December 2019 Learning Events

### **E-learning module #1: Time Management**

During the workweek, the calendar fills up fast. After cleaning out inboxes, tending to personal responsibilities, attending meetings, getting unexpected calls and processing administrative clutter, your window of productivity can slowly disappear. Add to that a tendency to procrastinate, get distracted or lose track of time chit-chatting, and time management can become a real problem. According to a Harris Poll which surveyed over 3,000 private sector workers in 2014, one in four workers spend at least one hour a day using technology for personal use.

Although these mini-breaks might seem relieving, they actually contribute to workday stress. In fact, employees who can prevent interruptions experience less stress than those who seek them. A study in the Journal of Applied Psychology found that time management behaviors, like goal setting and prioritizing, have positive effects because they make employees feel in control, leading to fewer anxieties and greater job satisfaction.

Through this course you will learn which time-management style works best for you and how to eliminate bad work habits. As a result, you will be able to increase productivity, be more dependable, handle interruptions, feel in-control of your workweek and reduce stress.

#### **Course Objectives**

Successful completion of this course will increase your ability to:

- Identify your personal time management style.
- Increase personal effectiveness by using techniques that fit your personality style.
- Establish which time management technique is best for various situations.
- Customize a time management approach that blends the strengths of the four different styles.
- Designate your priorities for a balanced life.
- Overcome procrastination.
- Apply time-saving techniques.
- Interact effectively with people, manage interruptions, delegate, and maintain a support network.
- Clear out existing clutter and manage incoming paper.
- Integrate energy building activities into your schedule.

#### **Key Topics Covered**

This course explores the following subjects in depth:

- Traditional time management as a structural approach to the completion of tasks
- Non-traditional time management styles
- The causes of procrastination from perfectionism and fear of failure to poor memory or lack of organization
- Setting boundaries and saying “no” to coworkers and bosses
- Managing interruptions by more effectively communicating

### **E-learning module #2: Effective Meetings**

#### **How You Will Benefit**

On an average day, there are seventeen million meetings in the U.S. Yet, an estimated sixty-three percent of meetings don't have prepared agendas. Not to mention, only fifty-three percent of meeting time is spent actually discussing agenda items, while the rest of the time goes to unproductive, unplanned issues.

Based on these statistics, it's easy to see why meetings have a bad reputation. Poorly run meetings take too long, involve too many people, and never seem to result in any concrete action. Despite this, meetings are necessary and can be extremely effective. Meetings that are planned and facilitated well give participants a sense of accomplishment and a sense that their time was well spent. This program will show you how to make every meeting efficient and effective.

#### **Course Objectives**

- Understanding factors that make it difficult or impossible to manage multiple priorities successfully.
- Establishing clear, relevant goals and the action steps needed to complete them to help you focus your time and effort.
- Sorting activities and responsibilities into categories of urgency/importance to help you decide when to handle them.
- How to assign work to employees, team members, and co-workers by creating a delegation plan.
- Implementing strategies for keeping yourself organized and avoiding time delays.
- Creating and maintaining realistic, useful schedules and to-do lists.
- Communicating respectfully with others to appropriately manage conflicting expectations.
- Identifying common time-wasting activities and how to avoid them.
- Choosing and appropriate use of technological tools to improve efficiency.

## January 2020 Learning Events

### **E-learning module # 3:** Emotional Intelligence Overview

#### **How You Will Benefit**

Motivated business professionals are looking for every edge to be successful in the workplace. Naturally, many develop expertise in technical or task-oriented skills in order to enhance their careers. However, those who have a high level of awareness and control over their emotions, and use their emotions to connect with others and develop positive relationships, will find even greater success in the workplace.

This soft skill is known as emotional intelligence, and it is an essential element in the business world, especially in high-stress environments. If you are unable to control your emotions, they can preoccupy your thoughts and interfere with your ability to evaluate a situation objectively. On the contrary, knowing what triggers your emotional responses and understanding how to exercise self-control over them enables you to confront difficult issues and manage change with clarity and composure.

This program is designed to provide you with the knowledge and tools to develop your emotional intelligence. You'll learn how to avoid self-sabotaging outcomes by altering how you perceive and respond to emotionally-charged situations. In addition, you'll improve your ability to resolve conflict constructively, create a productive work environment, build and mend relationships, and bounce back from setbacks and disappointment.

#### **Course Objectives**

This course will help you to:

- Manage your emotions by recognizing how thoughts and emotions are connected.
- Improve your self-control by identifying physical cues that indicate your emotions may be taking over.
- Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook.
- Learn how to use assertive communication to express your needs and feelings appropriately.
- Explore how to use emotional intelligence to bounce back from setbacks.

#### **Key Topics Covered**

This course explores the following subjects in depth:

- How to develop your self-awareness by discovering how thoughts drive feelings and recognizing your physical cues that emotions are arising.
- Learning to prevent emotional-hijacking by using techniques for collecting your thoughts.
- How to develop more positive relationships with others at work through empathy.
- Improving communication by building assertiveness skills.
- Using your emotions as a tool to improve the process of conflict resolution.
- Responding more quickly and positively to changing priorities and situations.
- Keeping your composure and staying focused in stressful or high-pressure situations.
- How to reframe thinking, change perspective, and bounce back from setbacks.

### **E-learning module #4:** Managing Pressure

When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.

This module will help participants how to:

- Apply a direct understanding of pressure points and their costs and payoffs
- Speak in terms related to emotional intelligence, optimism, and resilience
- Create a personalized toolkit for managing stressors and anger
- Work on priorities and achieve defined goals

#### **Put it into Action Webinar:** Improve Your Emotional Intelligence

#### **How You Will Benefit**

The type of intelligence with increasing value in the workplace is emotional intelligence- the smarts of controlling emotions, having empathy, and handling stress. According to a CareerBuilder survey, over 1 in 3 hiring managers placed increased importance on EI in their hiring and promoting decisions. For 71%, EI was more important than IQ and 59% went as far as to say that they would not hire someone a low EI.

Emotional intelligence reaps notable results. One study which followed manufacturing supervisors after they underwent EI training revealed that incidents of lost-time accidents were cut in half, formal grievances were reduced by 20 percent, and plant productivity revenues soared \$250,000 beyond goal. EI also reflects directly on how good you are at your job. According to statistics compiled by TalentSmart Inc., 90 percent of top performers have high emotional intelligence. EI is responsible for 58 percent of your job performance. And in the long run, people with high EI's earn an average of \$29,000 more annually over low EI colleagues!

This course will enable you to understand the sources of emotional intelligence, learn how to keep emotions in check, and build relationships based on empathy. As a result, you'll be able to make more thoughtful decisions, show grace under pressure, resolve conflict effectively, and have increased attentiveness to your own emotions and the emotions of others.

#### **Course Objectives**

Successful completion of this course will increase your ability to:

- Develop your level of emotional intelligence
- Identify negative consequences of unmanaged emotions on your personal effectiveness
- Describe the importance of emotional intelligence to building good relationships
- Increase your empathy and social skills
- Practice techniques to achieve greater self-awareness, self-control, and self-motivation
- Understand how emotional intelligence can be applied at the workplace to enhance employee relationships and increase productivity

#### **Key Topics Covered**

This course explores the following subjects in depth:

- The difference between Emotional Intelligence and IQ and why EI matters more
- Arguments for the source of EI, nature or nurture and how the emotional brain functions
- How EI effects mood manipulation, hope and optimism
- Get inside the mind of high achievers and learn the secrets of their thinking patterns
- Reaching a sense of your own EI and overcoming limitations
- What distorted thinking is and how to avoid it



## February 2020 Learning Events

### **E-learning module #5:** Dealing with Difficult Team Members

#### **How You Will Benefit**

When you think of your job, conflict probably—hopefully— isn’t the first thing that comes to mind. But have you ever found yourself complaining about having to work with a colleague who is particularly stubborn or bossy? Or perhaps replaying an encounter with your supervisor that left you feeling frustrated? Most people have been involved in some form of conflict in the workplace, its extent ranging from mild disagreements to explosive standoffs.

In fact, a study by CPP, Inc. found that 85 percent of employees at all levels experience conflict to some degree, and that employees spend a staggering 2.8 hours per week dealing with conflict—the equivalent of \$359 billion of paid hours. Another study, cited by Psychometrics Canada, found that 76 percent of respondents have seen conflict result in personal insults and attacks, and 81 percent have seen conflict lead to someone leaving the organization. Clearly, conflict can be an obstacle to organizational success and personal job satisfaction. When two or more people work together, conflict is almost inevitable. Although you may not eliminate conflict entirely, you *can* take control of it—that is, create a positive working environment in which conflict is dealt with maturely and collaboratively. This program will show you how to do just that. By identifying the source of conflict and implementing effective resolution strategies, you’ll learn how to successfully handle conflict and even prevent unnecessary conflict from occurring in the first place.

#### **Course Objectives**

When you complete this course, you will be able to:

- Identify your preferred strategy for handling conflict.
- Understand the characteristics and drawbacks of each typical approach to conflict.
- Recognize the various sources of conflict that most often occur in the workplace.
- Implement strategies for effectively resolving conflicts that stem from each source.
- Practice behaviors that minimize conflict.
- Proactively address issues before they escalate into problems.

#### **Key Topics Covered**

This course explores the following subjects in depth:

- The five strategies that people use for managing conflict, as well as the underlying theory and model behind them.
- When it is appropriate to use each of the conflict strategies and how to overcome the habit of overusing any one approach.
- Creating a conflict resolution plan to think clearly during conflicts instead of succumbing to stress and automatic responses.
- The process of “unpacking” a complex, layered conflict with multiple sources.
- How to model right behaviors by practicing active listening.
- Communicating clearly and tactfully about sensitive issues that are causing tension.
- Establishing formal and informal expectations to prevent unnecessary conflict.



## **E-learning module #6:** Managers Toughest Challenges

### **How You Will Benefit**

A supervisor plays more roles than just the overseer. Supervisors often have to be mentors, delegators, diplomats, and disciplinarians. Therefore, supervisors have to know their employees' strengths, weaknesses, triggers, and apprehensions and have the communication skills necessary to effectively steer employees in the right direction. No matter how poor an employee's behavior is, it is ultimately up to the supervisor to correct the behavior. Sometimes a bad supervisor can be the source of all the organization's problems. According to a Huffington Post survey, employees with bad managers are the least productive workers. In fact, 65% of respondents said they would take a new boss over a pay raise!

This course is designed to help you understand your organization's problems and challenges at a deeper level and give you the communication tools to become an inspiring supervisor. In this guide you will learn the proper recourse to take with problem employees to resolve problems, create goals, work through personal issues, and mediate conflict. As a result you will be better able to understand your employees' behavior and motives and react appropriately to them.

### **Course Objectives**

Successful completion of this course will increase your ability to:

- Use realism, restraint, and resolve when facing any tough challenge.
- Resolve conflicts between employees effectively.
- Deal with layoffs in a way that minimizes the negative effects.
- Show support for employees with performance issues while building a defensible case for discipline and/or termination if necessary.
- Deal with employees' personal problems with sensitivity and fairness.
- Take control and responsibility in a crisis situation.

### **Key Topics Covered**

This course explores the following subjects in depth:

- Establish and following ground rules and frameworks to mediate conflict
- The symptoms and solutions of working with employees who do not take initiative, know it-all's, whiners, and backstabbers
- How to identify types of personal problems and general performance issues related to those problems
- What problems absenteeism, tardiness and inappropriate conduct might signal
- The process of EAP (Employee Assistance Program)
- How to prepare termination and have a termination conversation with an employee

## **Put it into Action Webinar:** HR 101: HR Essentials for the non-HR employee

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This webinar will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

## March 2020 Learning Events

### **E-learning module #7:** Elements of Customer Service

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

Specific learning objectives include:

- Demonstrate a customer service approach
- Understand how your own behavior affects the behavior of others
- Demonstrate confidence and skill as a problem solver
- Apply techniques to deal with difficult customers
- Make a choice to provide customer service

### **E-learning module #8:** The Customer Driven Organization

As we survey the many types of organizations around the world we soon learn that there are many organizations which claim to be customer-focused, or customer-centered or customer driven, but how many would actually meet all of the criteria as outlined above? For example, do you believe your own organization is customer driven? If not what would need to be done to make your organization truly customer driven? The remainder of this course looks at the challenges that face organizations that strive to be customer driven and highlights lessons that you can apply to your own organization.

Specific Learning objectives include:

- Understand the vital importance of the customer to any organization
- See the value in having excellent customer service for both internal and external customers
- Identify the factors that prevent an organization from maximizing customer value
- Understand how to critically look at the customer service levels and to establish if the organization is truly customer driven
- Identify different customer types and how to interact successfully with them

### **E-learning module #9:** What to Ask Your Customers & How to Listen to Them

No one questions that making friends is a good thing. In this one-day workshop, you are going to discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

Successful completion of this course will increase participants knowledge and ability to:

- Identify types of questions to uncover customers' needs
- Identify typical needs and challenges that customers have
- Describe challenges we have with listening
- Demonstrate how to use active listening techniques
- Identify and implement strategies for listening and questioning clients about their business needs

**Put it into Action Webinar:** Developing Customers for Life

Most sales reps disappear after the sale is made and the product is delivered to the customer. They mistakenly think that their work is done, but their job of servicing the customer and building the relationship has just begun.

Sales reps should make a point to stay in the loop with the customer and the internal team that handles the implementation or delivery of the product. They should find out what went well and what could have gone better in those processes.

Successful reps devise a personalized implementation plan and share it with the customer prior to the implementation of the product or service.

Top reps let their customers know that they are confident that the implementation will run smoothly. However, they make it clear that if anything does not meet the customer's expectations, they want to know about it. Successful reps follow up during the implementation to ensure satisfaction. Additionally, they set up a plan to stay in touch to ensure continuing satisfaction and value for the customer.

Following completion of this course participants will be able to:

- Explain the process of product implementation and plan how to develop clients for life
- Describe how to develop strong, mutually beneficial client relationships
- Discuss effective techniques for building customer relationships
- Identify strategies for capitalizing on customer relationships

## April 2020 Learning Events

### **Leadership Communication: Communicating & Coaching for Impact**

#### **How You Will Benefit**

According to the American Management Association, a communication skills set is one of the six core competencies a manager needs to develop. One reason is that effective communication between managers and employees is essential for an organization to succeed. Managers communicate so that their employees know what is expected of them, understand what it is that they're doing correctly, and identify where they might need to improve. Clear communication also helps to increase employees' motivation and commitment. The results of unclear communication can be costly: poor performance and work quality, inefficiency, inability to achieve goals, misunderstandings, frustration, disappointment, anger, reduced job satisfaction, and increased turnover. Learning to communicate effectively with employees helps you to have better relationships with your employees, encounter fewer problems, and achieve your goals more easily, making you more valuable to your organization. The ability to communicate clearly is an essential management skill that can make your job more fulfilling and improve your career prospects.

#### **Course Objectives**

This course will increase your ability to:

- Recognize the situations in which it is most necessary for managers to communicate with their employees.
- Understand the role of active listening in effective communication.
- Identify ways to convey your message.
- Effectively communicate performance expectations and performance goals.
- Coach employees and provide feedback.
- Facilitate the learning processes for employees as they take on new tasks.
- Implement strategies for communicating in times of change and uncertainty.

#### **Key Topics Covered**

This course explores the following in depth:

- What it means to listen actively why it is essential for clear communication
- How to clearly convey your message so that employees have the required information to do their jobs
- How to communicate the results, actions, and behaviors you expect from employees
- Helping employees to develop and achieve performance goals through a collaborative conversation
- Techniques for providing useful, focused feedback on performance
- Helping employees to develop new knowledge and abilities
- How to use open communication to reduce the negative impacts of change

## May 2020 Learning Events

### **Team Engagement: Motivating and Reinforcing High Achievement**

Towers Watson conducted a Global Workforce Study and found that only about a third of the global workforce is highly engaged, leaving the remaining two-thirds less engaged or not engaged. This is important because highly engaged employees are emotionally committed to their organization's goals and use their discretionary effort to go the extra mile on behalf of their organization.

In addition, the stock prices of organizations that are part of Fortune magazine's "100 Best Companies to Work For" rose an average of 14% over a period of seven years, compared to 5% for the overall market. In other words, doing well for your employees results in doing well for your stockholders.

What do employees who are not highly engaged do? They might look for work elsewhere—or perhaps even worse, stay and do the bare minimum to remain employed. There are many studies that investigate why good employees leave their jobs. These studies have consistently discovered the following reasons for employee departure:

- Lack of meaningful work
- Lack of trust and respect
- Lack of support from direct supervisors and management
- Lack of appreciation
- Constantly shifting priorities and reorganization
- Feeling ignored or micromanaged

### **Course Objectives**

Successful completion of this course will increase your ability to:

- Recognize the importance of knowing every employee as a unique individual.
- Identify each employee's strengths and how to leverage them in the workplace.
- Show your support by minimizing obstacles that frustrate employees—including yourself!
- Create a career path and meaningful work for each employee.
- Foster an environment where employees feel free to ask and say anything.
- Show appreciation and recognition in a way that is meaningful to each employee.

### **Key Topics Covered**

This course explores the following subjects in depth:

- Behaviors managers can exhibit and activities they can initiate to show they care
- Questions the manager and employee can answer together in order to determine the employees' strengths and how to best leverage them
- Common obstacles to engagement as well as techniques for reducing and overcoming them
- Skills and methods for helping employees to establish direction in their career path and feel a sense of importance in their work
- Principles of and strategies for effective communication
- Asking the right questions to tailor recognition and offering the right kind of praise

## June 2020 Learning Events

### **Building a Winning Team: Critical Teamwork Skills & Action Planning**

#### **How You Will Benefit**

Although the goal of teamwork is to generate multiple ideas, split up assignments, and build on relationships, teams can go haywire without enough direction and focus. It is important to understand the dynamics of the team, what the team hopes to accomplish, and any strengths and weaknesses individuals on the team may have.

In a Business Insider study, 39% of employees surveyed responded that people in their own organization don't collaborate enough. Furthermore, about 75% of employers rate teamwork and collaboration as "very important." When teams do get together, 97% of employees and executives surveyed believe that lack of focus on a team directly impacts the outcome of a task or project.

This course is designed to teach team managers how to delegate tasks to team members, how to balance team members' strengths and weaknesses, how to handle different team member roles, and how to develop team goals and organization. As a result, teams will operate with clearer objectives, will communicate more effectively, meet goals more productively, and have fewer instances of discordance.

#### **Course Objectives**

Successful completion of this course will increase your ability to:

- Determine the fundamentals for establishing a team
- Develop a team charter and project plan
- Clarify team roles and personality types
- Define leadership responsibilities and functions
- Understand how to lead through coaching
- Facilitate team meetings effectively
- Make decision-making beneficial
- Handle conflict appropriately
- Understand and deal with communication issues
- Troubleshoot problem situations on the team
- Measure a team's success
- Reward team accomplishments

#### **Key Topics Covered**

This course explores the following subjects in depth:

- The team management model
- Issues to consider as a team manager, team member, or advisor
- How to develop a team charter and write team objectives
- Methods of determining team members' roles
- Differentiating personal styles: challenger, contributor, communicator, or collaborator
- Defining leadership responsibilities and building trust as a leader

# How NEFI Advanced Our Education



**Margarita Barbour, IT Director, BantamWesson**

“The Management Development Program was great, and I really liked the team exercises. You get new ideas, and get to listen to other people's way of handling situations that you would never have thought of. I use the time management skills I learned everyday. And now I'm able to bring a different mindset to the job - when I'm working on one thing, I'm not worried that something else isn't getting done right away - I know I'll have the time later to accomplish my goals. It was so helpful to me that I think everyone in management should take the program! ”

**Sean Inkster, Director, Field Services, BantamWesson**

“I would strongly recommend the Management Development Program. It's nice to take an objective look at yourself through various self-assessments and recognize areas of improvement in day-to-day interactions. I really feel the program improved my skill set when it comes to navigating difficult conversations and conflicts. I've learned the best way to deliver my message is with empathy, poise and resolve. Something that isn't always easy but necessary to get more positive results. ”



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- Self-paced Learning: Online, Webinars and Local Classes

**Call Lisa Avery at (617) 924-1000 • NEFIEDU.com**



## PROGRAM FORMAT

Quinnipiac University's Corporate Training Division has partnered with NEFI to develop an outstanding 7-month course. Through a combination of:

- **FOUR** in-state classroom sessions across the region (TBD)
- **NINE** self-paced online learning modules, and...
- **THREE** live online group coaching sessions

Your managers will master these skills without missing any significant time from work. They will become stronger, more effective, more accountable leaders prepared to bring their teams to a higher level of performance.



### ON-SITE TRAINING SESSIONS

Held in regionally convenient classroom locations, led by University-level management experts.



### ONLINE COURSES

Developed using a blended approach to meet the specific needs of the cohort team.

## HOW WILL MY COMPANY BENEFIT?

- Increased employee productivity.
- True team performance.
- More effective meetings and reporting.
- Clearer communication throughout the organization.



## PROGRAM TOPICS

- Leadership Styles, Techniques & Approaches
- Improving Emotional Intelligence in You & Your Team
- Personal Productivity, Time Management & Meeting Effectiveness 
- Engineering a Climate & Culture that Motivates & Engages Employees
- Communicating for Impact
- Selecting a Winning Team
- Analytical Thinking 
- Leading Others Through Change
- Inspiring & Motivating Others to Achieve New Levels of Success

## PROGRAM DETAILS

### Program Fee

\$1,950 for NEFI members

*Includes tuition and books*

### Location



Distance Learning and Conveniently Located Classroom Sessions

### To Learn More, Contact:

**Lisa Avery at NEFI**

[education@nefi.com](mailto:education@nefi.com)

**(617) 924-1000**

*Please note, there will be a minimum number of 10 participants in your state needed to run this program.*



**Advanced  
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