

HIGH ROAD STAFF MANAGEMENT MASTERCLASS



ELEVATE YOUR MANAGEMENT SKILLS

SYLLABUS



HIGH ROAD
MANAGEMENT TRAINING



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High Road Management Training is a company with a mission and commitment to assisting managers in acquiring the training essential for their success.. We're here to bridge the gap between frontline supervision and executive-level leadership.

We believe that managers are the heart of an operation and deserve solid foundational training to help them thrive, making the teams they manage more productive while upholding a higher standard of well-being.

In this masterclass, you will gain intricate knowledge that will elevate your mastery level of staff management. The Staff Management Masterclass is designed to equip you with the essential skills and foundations necessary for effective management.

Throughout this course, you will delve into a wealth of topics including recruitment, successful onboarding, training and development, and coaching for progress.

Prepare to broaden your horizons, enhance your skill set, and emerge as an exceptional leader capable of driving success within any team.





COURSE OVERVIEW

Welcome to the High Road Staff Management Masterclass, a dynamic virtual masterclass that will get you on the right path to effective staff management. In this comprehensive program, we will guide you through the fundamental principles and advanced strategies of effective staff management. Whether you are a seasoned manager looking to refine your skills or just stepping into a management role, this masterclass is your gateway to excellence.

Throughout this journey, you will explore critical staff management topics, including talent acquisition, onboarding, setting expectations, training and development, empathetic coaching and counseling. Our lessons are designed to be able to complete in as little as 15 minutes a day while providing real-world insights and practical tools that you can apply immediately. By the end of this masterclass, you will not only possess a deeper understanding of staff management concepts but also the confidence and competence to lead your team with finesse and achieve outstanding results.

Join us on the High Road to Management Excellence and unlock your full management potential.





WHAT'S INCLUDED

➤ ONLINE COURSE PORTAL

➤ ACTIVITIES

➤ RECORDED VIDEO LESSONS

➤ DOWNLOADABLE COURSE
RESOURCES

➤ TOOLS AND FRAMEWORKS

➤ ONLINE PEER NETWORK



COURSE OUTLINE

Module 1: Finding the Right Candidate

LESSON 1.1: Before You Begin Hiring

LESSON 1.2: Recruitment

LESSON 1.3: Interview Process

LESSON 1.4: Closing the Deal

Module 2: Onboarding

LESSON 2.1: Onboarding

LESSON 2.2: Orientation

LESSON 2.3: Best Practices for a Successful Start

Module 3: Setting Expectations

LESSON 3.1: Setting Expectations

LESSON 3.2: Building Your Policies and Procedures

LESSON 3.3: Repercussions of Breaking Policy

Module 4: Training and Development

LESSON 4.1: Intro to Training and Development

LESSON 4.2: Developing Your Training

LESSON 4.3: Delivering Your Training

LESSON 4.4: Follow-up Training

Module 5: Coaching and Counseling

LESSON 5.1: Understanding Coaching and Counseling

LESSON 5.2: Protocol for Coaching and Counseling

LESSON 5.3: Team Member Coaching and Accountability





LEARNING EXPERIENCE



SEE

Each lesson has a recorded video where instructors explain the why, what, and how of a specific topic, often illustrating concepts with real-life case studies



TRY

Our courses offer assignments and activities designed to encourage you to experiment with new behaviors, both in online environments and through real-world projects



EXCEL

Take what you learn with us and apply it as you navigate management on the high road.



SHARE

Share and discuss what you're learning with the coaching team and peer network to build greater understanding.

STAFF MANAGEMENT **MASTERCLASS**

After this course, you'll be able to...

Find and hire the right candidates without stress.

Provide professional and effective training and resources to your staff.

Coach and counsel your employees with confidence.

Set clear expectations that drive progress toward goals and realize results.

Onboard and retain your employees effectively.





Learn more
highroadmanagementtraining.com/staffmanagement

Reach out to us with any questions at
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