

Management Matters Project SAMPLE Training Agenda

(All sessions conducted by Rebecca Homkes unless otherwise noted)

Wednesday

9:30– 12:30 Welcome and introductions

*“Management and Productivity: Why they matter?” (*Overview presentation*)

Management interview training I – The basics*
Getting accurate data in a telephone interview

12:45 Break for lunch

14:00 Interview Training Sessions

Management interview training I – Your Role as an Analyst*

14:45 Interview Training Sessions
**NHS Crash Course introduction OR Retail Firms introduction OR [*Project area of focus*]

16:00 Interview Training Sessions
Management interview training I – The basics*
Scheduling and conducting management interviews

Introduction to database, grids, software and Management Matters infrastructure

17:30 Review, questions and next steps

Thursday

(Note: One or more management interviews will also occur during the day – in the event they do not go through, a mock interview will occur in its place)

9:30 Welcome back and review

9:45 Interview Training Sessions
Management interview training II – Conducting and scoring management interviews

10:30 *Management interview training and scoring Manufacturing: Team double score and discussion*

*Plant Manager
ABC Manufacturing Firm*

12:45 Break for lunch

14:00 Lean Operations Introduction and Game

15:30 Interview Training Sessions:
 ** Management Matters: The Big Picture

Interview training sessions:
 Management interviews logistics and discussion

 ** Firm organization and accurately recording management interviews

17:00 Review, questions and next steps

FRIDAY:

(Note: One or more management interviews will also occur during the day – in the event they do not go through, a mock interview will occur in its place)

09:00 **Welcome back**

Management interview scheduling: Analysts and supervisors

10:30 Analyst Training Sessions:
 Management interviews logistics and discussion
 Review of morning: Q and A Session

11:00 *Management interview training and scoring: Team double score and discussion*
 Plant Manager
 ABC Manufacturing Firm

12:30 Break for lunch
 (Analysts should return to room no later than 11:50)

13:30 Analyst Training Sessions:
 Analyzing double interviews and initial results

Management interview scheduling: Analysts and supervisors

Analyst Training Sessions
 Operations management and standardization

17:00 Questions and review

Other sessions to follow in future trainings:

**Operations management training session*

Talent management training session

Performance Management across firms: Training session

**Management Matters: Methods (Detailed introduction to project methodology) **

Project directors and managers should also consider the following:

- Ongoing Training:
Conducting weekly/ ongoing training sessions (e.g. every Tuesday from 12:00-13:00 for a team lunch and discussion)
- Progress Reviews:
Conducting biweekly progress reviews to update team on interviews conducted, management scores and highlight project areas of focus
- Professional development and additional training:
Hosting seminars, discussions or more detailed training in certain areas of project focus for the analysts, such as discussion with the institutions academics or management training sessions