

VIOLAND



MANAGEMENT
ASSOCIATES



Management Development Program

Be Prepared To Lead The Field



Give Your Managers the Tools They Need to Succeed

Violand's Management Development Program was created to enable and empower managers to grow and succeed. The course is specifically molded for the challenges of the restoration industry, and is designed to create within each participant the needed skills associated with results-driven management and leadership. This program is not about soft, feel-good management theory. It's about empowering the participants to produce measurable, bottom-line results. Each of the 48-week classes is geared toward equipping the manager to meet and exceed the goals of the organization. In the ever-changing and competitive restoration industry, it is vital to an organization to develop managers who can confidently improve their company's performance through the people they manage.

Enable Your Managers to...

- Produce Measurable Bottom-Line Results
- Make Better Decisions Quickly
- Make More Effective Use of Time
- Be Fully Equipped to Confidently Address the Day-to-Day Challenges of Managing Employees
- Become Exceptional Leaders



Limited Class Size...

We limit each class size to eight participants for a reason. We maximize the benefit by ensuring full participation from each student. Each class becomes a close-knit group, and each member is given individual attention. This helps us meet each student's individual needs, as well as the needs of the entire class. The grouping of both owners and managers in each class allows owners to gain insight into the frustrations of managers from people other than their employees. It also allows managers to gain insight into the frustrations of owners from people other than their bosses.

What We'll Cover...

Module 1: Foundations of Management

- Time Management
- Basic Supervisory Skills
- Leadership Essentials
- Motivation in the Workplace
- Managing Positive Discipline
- The Basics of Workplace Safety

Module 2: Intermediate Management Skills

- Fundamentals of Effective Communication
- Managing for Accountability
- Resolving Conflict
- Coaching for Success
- The Power of Delegation
- Performance Management

Module 3: Advanced Management Skills

- Building Trust in your Workplace
- Advanced Leadership Essentials
- Effective Decision Making
- Team Building Skills
- Creative Thinking for the 21st Century Leader
- Interviewing Skills

Create take-charge managers for your growing restoration business



MDP's inaugural class with instructor Scott Tackett. Class shown at the 2008 Violand Executive Summit for restoration and cleaning companies.



“One of the wisest decisions I have made since starting my business was enrolling in the MDP.”

– Kent Pollard, Owner of First Choice, Zeeland, Michigan

About the program...



Scott Tackett is one of Violand Management's Business Development Specialists. He is a facilitator, business trainer, and Kent State University adjunct professor whose career has focused on human resource management. Scott created the Management Development Program to meet a huge need of the restoration and cleaning industry—supervisory and management training.

As restoration companies grow, many owners find themselves in the place of promoting hard working, dedicated employees into management and leadership positions. These can be loyal technicians, long-serving employees, children or other family members, and sometimes even the owners themselves. However, in many cases these

new managers and leaders have little previous management experience and are not given the necessary training in management and people skills to perform their new job effectively. As a result, they've been set up to fail.

Consequently, too often the outcome is poor performance, low morale, low productivity, frustration, and ultimately failure for the individual and his staff. The high cost both financially and emotionally to a company can be devastating. Sometimes the owner feels trapped, believing that all attempts at managing his growing business are doomed to failure. Until now.

If you're ready to end the frustration of "all-talk-and-no-action" management and start down the road of creating take-charge managers in your organization, now's the time to take your first step. Enroll in the Management Development Program.

“The class helped me in my business and personal life. If not for this management course I might not be in the industry today.”

– Jim Stewart, manager at Newton's Cleaning & Restoration

Violand Management Associates is dedicated to helping owners in the restoration and cleaning industry be the most successful and profitable they can be. To learn more about all of VMA's services, visit our website at Violand.com, or call 330.966.0700.



www.violand.com/programs/management-development-program