

# TEXAS NAHRO TRAINING



Texas NAHRO Service Office  
12246 FM 1769, Graham, TX 76450  
Email: [txnahro@brazosnet.com](mailto:txnahro@brazosnet.com)  
Phone: 940.521.9982 Fax 1.866.234.4018



## HIGH PERFORMANCE MANAGEMENT

Provided by NAHRO  
August 14 – 16<sup>th</sup>, 2018

**TRAINING LOCATION:**  
Fort Worth Housing Solutions  
1201 E 13<sup>th</sup> Street | Ft Worth, TX 76102

**SUGGESTED HOTEL  
ACCOMADATIONS:**  
Hampton Inn and Suites  
2700 Green Oaks Road  
Fort Worth, TX 76116  
PH: 817-732-8585

## COURSE DESCRIPTION

Managers and supervisors are the instruments through which performance and productivity happen in any organization. An organization's human resources are the engine driving quality, efficient accomplishment of work tasks, and effectively interacting with people served and co-workers. Managers' and supervisors have a direct impact on how productively their work unit operates. An agency's human assets directly impact the success and quality of services delivered to their communities.

Managing or supervising require unique sets of knowledge, skills, and competencies. NAHRO's High Performance Management seminar provides not only key knowledge, but the opportunity for participants to experiment while experiencing critical tools and techniques that can assist them to more effectively manage and supervise people. As with any skill, reading a book or hearing a lecture does not result in a person's ability to effectively improve that skill. High Performance Management is cutting edge, employing contemporary and validated knowledge. It is a participant-centered and interactive course. It engages participants in self-assessing their key competencies and management styles. It provides the opportunity to use exercises, case studies, assessments, simulations, and other reinforcement that help to anchor the learning.

### WHO SHOULD ATTEND?

High Performance Management is appropriate for Public/Assisted Housing property managers, Housing Choice Voucher managers and supervisors, staff with supervisory responsibilities in any area of the organization, including Maintenance and Occupancy. Staff who are new to management and supervisory responsibilities, senior staff and executives interested in honing their skill set and those who aspire to management and supervisory positions or are being groomed through succession planning within the organization, also will benefit from attendance.

NAHRO's Professional Development System (NPDS) introduces new courses required to qualify toward NAHRO's Operations Management Certification. High Performance Management is a key course requirement in this certification process.

## COURSE GOALS

- Review roles and responsibilities in management and supervisory positions
- Identify critical competencies
- Learn individual communication and manage self-assessment
- Understand others - Similarities and Differences
- Discover communication techniques to obtain results
- Gain the power of listening for understanding
- Discuss conflict management
- Identify elements of productive and motivating work environments
- Learn effective hiring, training, coaching and disciplining techniques
- Apply critical thinking and problem-solving skills to address causal issues
- Review goal setting and decision-making
- Collaborate as teamwork

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## HIGH PERFORMANCE MANAGEMENT

### DAILY AGENDA

#### DAY 1

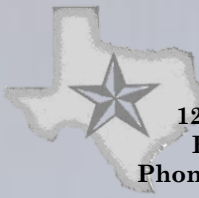
- ❖ Introductions, Objectives, Expectations
- ❖ Managers Roles and Responsibilities
- ❖ Exploring Competencies
- ❖ Defining Tradition vs Contemporary Managers and Management
- ❖ Three Steps to High Performance, Productivity Paradigms, and Change
- ❖ Balancing the Task and Process Elements of Managing for Results
- ❖ Exploring your Management Talents, Style, and Attributes
- ❖ Key Attributes of High Performance Managers
- ❖ Self Assessment Tool- "Managing for Success"
- ❖ Recognizing Talent, Style, and Attribute Differences in Others
- ❖ People We Manage and Supervise
- ❖ New Hires
- ❖ Internal Customers and Colleagues
- ❖ Stakeholders "Know Self" Exercise
- ❖ Communicating and Managing for Results
- ❖ "Action Plan" – Your Communicating Strategies
- ❖ Communicating Your Way to Improved Performance and Productivity
- ❖ Listening Actively and Effectively Managing Conflict

#### DAY 2

- ❖ Promoting and Nurturing High Levels of Performance and Productivity
- ❖ Three Events That Create Management Problems
- ❖ The "Iceberg Model"
- ❖ Job/Position Analysis
- ❖ Competency Based Interviewing
- ❖ Understanding the Differences: Training, Coaching, and Disciplining
- ❖ The Zero to Hero Performance Cycle
- ❖ Critical Thinking, Problem Solving, and Goal Setting
- ❖ Improving Systems and Processes for Performance and Productivity
- ❖ Tools for Effective Problem Solving
- ❖ Critical Thinking: Symptoms or Cause?
- ❖ The Manager's Visions and Goals
- ❖ The "Goal Achievement Model"
- ❖ Team Development
- ❖ The Individual vs The Team
- ❖ What Types of Teams are Most Successful
- ❖ Team Development and Decision Making
- ❖ Recognizing and Delivering Positive Feedback
- ❖ Summary
- ❖ Evaluation

✓ Participants will receive a  
Certificate of Completion





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## HIGH PERFORMANCE MANAGEMENT TRAINING FEES

- Member \$500
  - Non Member \$600
- Includes Certificate of Completion



### REGISTRATION FORM

Name \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

#### PAYMENT INFORMATION

AMOUNT \$ \_\_\_\_\_

- Check # \_\_\_\_\_ (Make checks payable to Texas NAHRO)

**(NOTE: There will be a \$5.00 processing fee on credit card payments)**

Credit Card # \_\_\_\_\_ Exp Date \_\_\_\_\_ Security Code \_\_\_\_\_

Name on card \_\_\_\_\_

Billing address \_\_\_\_\_

City/state/zip \_\_\_\_\_

Contact person \_\_\_\_\_

Contact phone \_\_\_\_\_

#### TXNAHRO Cancellation and Refund Policy:

To receive a refund of your registration fees, written notice of cancellation must be received 30 days prior to the training; a \$50 processing fee will be assessed. Cancellations received within 30 days of the training will not be refunded. The agency may send a substitute attendee if the original registrant cannot attend. No exceptions will be made to this policy.