

# AMA2132 TAKING ON GREATER RESPONSIBILITY: STEP-UP SKILLS FOR NON MANAGERS

Course Code: 2427

Gaining new skills is the first step to meeting new job demands!

Do you have what it takes to step up to the plate to lead, work in teams, and juggle new assignments with your current responsibilities? What about having a "can-do" attitude that prepares you for additional growth?

Acquire new skills and prepare to make a positive difference at work. In this seminar, you will lay the foundation to achieve good performance now and integrate additional skills to exceed present role expectations. You will develop a customized approach to think strategically, to solve problems, and to make sound decisions so you can adapt to change and grab new opportunities.

## How You Will Benefit

- Feel confident when asked to "step up to the plate" with new projects outside your regular work activities
- Take your skills and potential to new heights with proven-in-action, get-ahead career development strategies
- Understand your role in today's new workplace, and gain the new skills and competencies required for success
- Meet the rising pressure of tight budgets and lean organizations
- Map out a plan of action to enhance your efficiency and career development potential

## What You'll Learn

- Identify the master competencies for ongoing professional development (analytic thinking, problem solving, and coaching/feedback seeking) as the foundation on which to achieve performance excellence
- Integrate and apply the master competencies to exceed present role expectations by developing abilities in the five key skill areas for taking on greater responsibility (e.g., understanding your business, managing change, communicating strategically, juggling new assignments and current responsibilities, and leading and working in teams)
- Assess current levels of performance in the five key skill areas for taking on greater responsibility to set plans for skill development
- Identify opportunities for moving up to bigger responsibilities in the five key skill areas by developing action plans to maximize potential and professional

contribution

- Analyze workplace demands and expectations to integrate a productive attitude for facilitating necessary change with and through others
- Examine and apply communication skills that build confidence and gain support to develop new skills and move up to more challenging responsibilities
- Develop strategies for creating and maintaining a unique coaching and mentoring partnership with your manager that reflects professional priorities and shared results-based benefits
- Synthesize fresh ways of thinking, planning, and acting to upgrade present levels of decision making and problem solving and achieve new levels of responsibility, organizational contribution, and professional recognition

### Who Needs to Attend

Those interested in greater career development and getting the skills to improve their performance and growth within their organization

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CLASSROOM LIVE

\$3,180 CAD

2 Day

## Classroom Live Outline

### 1. **Preparing for Greater Responsibility**

- Master competencies for performance excellence
- Coaching and feedback-seeking strategies needed to move up to greater responsibility at work
- Relevant analytical thinking and problem-solving skills

### 2. **Identifying and Assessing the Five Skill Areas**

- Five key skill areas for taking on greater responsibility
- Assess your strengths and liabilities relative to the five skill areas
- Establish a professional planning process to guide your future development using the five skill areas

### 3. **First Key to Success: Being Business Smart and Savvy**

- Define your organization's mission, vision, and strategy
- Your role as a high-level contributor in the process of achieving strategic results for your organization
- Internal and external factors that shape and impact your business environment and climate
- Resources covering present and future business trends that will allow you to create value-added contributions at work

### 4. **Second Key to Success: Managing Change**

- The link between dynamic business trends, accepting uncertainty, and productively managing change
- Common reasons for resisting change and strategies for remaining resilient
- Assess reasonable risk using a five-step process
- Value of maintaining a positive attitude toward change
- Synthesize analytical thinking and problem-solving skills with strategies for managing change
- Creative idea generation skills to change management situations

- Strategies for leading others through change processes
5. **Third Key to Success: Communicating Strategically**
    - Identifying your communication style and how to flex to others' communication preferences
    - Persuasion and influencing strategies that will allow you to impact the way others think, feel, and behave
    - Synthesize and apply communication skills in a context-specific situation
  6. **Fourth Key to Success: Juggling New Assignments and Current Responsibilities**
    - Take responsibility for time management
    - Set goals and prioritize each day's tasks
    - Apply proactive planning and organizing skills to avoid unnecessary chaos
    - Create a working environment that utilizes low- and high-tech solutions to get more done in less time
    - Utilize negotiation skills to build shared commitment and creatively use resources and time
  7. **Fifth Key to Success: Leading and Working in Teams**
    - The roles you can and should bring into each team encounter
    - Create a productive team environment that encourages everyone to participate and share ideas
    - Motivate teammates to achieve team results using communication, cooperation, and recognition
    - When and how to step-up to leadership within the team environment
    - Synthesize analytical thinking, communication, and decision-making skills in the team problem-solving setting
  8. **Preparing the Plan for Greater Responsibility**
    - Synthesize strategic development and performance goals into a coherent presentation
    - Present your strategic development and performance plan to your coaching triad
    - Solutions for the potential barriers your manager may present to your plan

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Course Code: 2427

VIRTUAL CLASSROOM LIVE

\$3,180 CAD

2 Day

## Virtual Classroom Live Outline

### 1. **Preparing for Greater Responsibility**

- Master competencies for performance excellence
- Coaching and feedback-seeking strategies needed to move up to greater responsibility at work
- Relevant analytical thinking and problem-solving skills

### 2. **Identifying and Assessing the Five Skill Areas**

- Five key skill areas for taking on greater responsibility
- Assess your strengths and liabilities relative to the five skill areas
- Establish a professional planning process to guide your future development using the five skill areas

### 3. **First Key to Success: Being Business Smart and Savvy**

- Define your organization's mission, vision, and strategy
- Your role as a high-level contributor in the process of achieving strategic results for your organization
- Internal and external factors that shape and impact your business environment and climate
- Resources covering present and future business trends that will allow you to create value-added contributions at work

### 4. **Second Key to Success: Managing Change**

- The link between dynamic business trends, accepting uncertainty, and productively managing change
- Common reasons for resisting change and strategies for remaining resilient
- Assess reasonable risk using a five-step process
- Value of maintaining a positive attitude toward change
- Synthesize analytical thinking and problem-solving skills with strategies for managing change
- Creative idea generation skills to change management situations

- Strategies for leading others through change processes
- 5. Third Key to Success: Communicating Strategically**
    - Identifying your communication style and how to flex to others' communication preferences
    - Persuasion and influencing strategies that will allow you to impact the way others think, feel, and behave
    - Synthesize and apply communication skills in a context-specific situation
  - 6. Fourth Key to Success: Juggling New Assignments and Current Responsibilities**
    - Take responsibility for time management
    - Set goals and prioritize each day's tasks
    - Apply proactive planning and organizing skills to avoid unnecessary chaos
    - Create a working environment that utilizes low- and high-tech solutions to get more done in less time
    - Utilize negotiation skills to build shared commitment and creatively use resources and time
  - 7. Fifth Key to Success: Leading and Working in Teams**
    - The roles you can and should bring into each team encounter
    - Create a productive team environment that encourages everyone to participate and share ideas
    - Motivate teammates to achieve team results using communication, cooperation, and recognition
    - When and how to step-up to leadership within the team environment
    - Synthesize analytical thinking, communication, and decision-making skills in the team problem-solving setting
  - 8. Preparing the Plan for Greater Responsibility**
    - Synthesize strategic development and performance goals into a coherent presentation
    - Present your strategic development and performance plan to your coaching triad
    - Solutions for the potential barriers your manager may present to your plan

Jun 15 - 16, 2026 | 9:00 AM - 4:30 PM EDT

Jul 14 - 15, 2026 | 9:00 AM - 5:00 PM EDT

Aug 11 - 12, 2026 | 10:00 AM - 6:00 PM EDT

Sep 21 - 22, 2026 | 9:00 AM - 5:00 PM EDT

Oct 20 - 21, 2026 | 10:00 AM - 6:00 PM EDT

Nov 9 - 10, 2026 | 9:00 AM - 5:00 PM EST

Dec 7 - 8, 2026 | 10:00 AM - 6:00 PM EST





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PRIVATE GROUP TRAINING

2 Day

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