

Management Performance Series

Meet your most pressing need... people performance.

Workshops that help you and your team focus on your priorities!

The SBTDC's Management Performance Series shows you how to:

- Attract and retain key people
- Match people to their jobs for maximum effectiveness
- Build a superior team—and break down organizational barriers
- Gain a competitive edge with exceptional sales performance
- Establish a customer service mindset throughout your company
- Enhance supervisory skills like decision-making, communication, and

—These workshops use top-rated performance assessments!—

You will receive:

- Your Personal Management Performance Report
- Mission Profiling (optional)
- Team Member Comparisons (optional)



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“*[We] were very impressed with the TAIS, and our managers’ feedback gave the program overwhelmingly high marks... very helpful application... exactly the right type of training we needed.*”

— Owner/partner,
workers compensation
management company

Among the dominant needs expressed by companies today is enhanced management performance. This is a product of both increased competitiveness and the demands of change.

Research consistently shows that top-ranked concerns include:

- Keeping and motivating key people
- Communications
- Team building
- Autonomy and decision-making
- Sales and customer service performance
- Relationship Management—with customers and colleagues

To this end, the SBTDC customizes Management Performance Series.

How they work

We counsel with you to help you focus on the application that matches your priorities. Then we think through the process—how best to involve your people in their workshop:

- Superior Team Building
- Attracting and Retaining Key People
- Customer Service Performance
- Career Development
- Maximum Job Matching
- Sales Performance Building
- Enhanced Supervisory Skills

In customizing these workshops, we use two instruments: **TAIS** (The Attentional And Interpersonal Style Inventory) and the **DiSC** Personal Profile System.

“Impressive”

TAIS®

TAIS is based on over 20 years of research into concentration and performance. It has been used widely—by leading corporations, progressive small to medium-sized businesses, top sports organizations, and elite military personnel.

In all, the TAIS measures 19 different performance-related concentration skills and interpersonal characteristics, including:

- **Control** – How much do you need?
- **Decision-making** – Are you careful or hasty?
- **Impulsiveness** – Do you play by the rules or are you spontaneous?
- **Information Processing** – Can you juggle many tasks?
- **Reacting to Others** – Are you energized by others?
- **Communication Style** – How do you express ideas, criticism, support?

DiSC®

The DiSC is also a research-based management style assessment. It uses a model that shows the interaction of one’s dominance (D), influence (I), steadiness (S), and conscientiousness (C). Through the DiSC, one also understand the intensity of his/her management style as it applies to multiple job roles.