

# Manager Essentials

Feb. 27 – Mar. 26, 2024

Providing the perfect blend of classroom training and practical application via simulation, MRC's Manager Essentials delivers a leadership learning experience for mid-level managers unlike any other. Participants will gain a deeper understanding of their own management style and how it impacts their ability to communicate, delegate, and lead others using the Everything DiSC® Management Profile. During hands-on practice sessions in a simulated manufacturing environment, learners will be provided the opportunity to lead teams through challenges such as production delays, material shortages, quality issues, performance problems, and departmental conflicts.

By learning how to adapt to the needs of those they both manage and report to, these important leaders will return to their organizations well-equipped to effect positive change.

## Course Highlights



- Promoting Accountability
- Resolving Interpersonal Conflict
- Refining Emotional Intelligence
- Communicating More Effectively
- Connecting Across Differences / Everything DiSC Management Profile
- Managing Up
- Shaping the Company Culture
- Building Trust and Leading Former Peers
- Coaching and the Art of Talent Development
- Motivating and Understanding Unspoken Needs

Visit [mrcpa.org/events](http://mrcpa.org/events) for full course details.

## Who Should Attend


Plant Managers, Operations Managers, Production Managers, and Manufacturing Department Managers (Quality, Safety, Shipping, Maintenance, etc.)


### Instructor | Wendy Beltzner, MRC Director, Leadership Development and Training Strategy


Wendy has over 25 years of experience in training and curriculum development, specializing in leadership and customer service with companies from all industries throughout Northampton, Lehigh, and Carbon counties. She has previously worked for Fortune 500 service giants such as IBM and Manpower Inc., advancing her career from entry-level through various levels of management. Wendy is also an entrepreneur. She created, owned, and operated the Lehigh Valley's first children's museum designed with an emphasis on soft skills education. She has also co-owned an award-winning, ice cream retail and wholesale business with her husband for the last 30 years. Wendy earned her B.S. degree in Marketing from Oral Roberts University, is a Certified TWI (Training Within Industry) Job Instruction Trainer, and a Certified Everything DiSC Practitioner.


More information available at [mrcpa.org/events](http://mrcpa.org/events) or contact Nicole Pierce at [nicole.pierce@mrcpa.org](mailto:nicole.pierce@mrcpa.org).

This course is eligible for WEDnet.

 **Feb. 27 – Mar. 26, 2024 (5 days)**  
Feb. 27, Mar. 5, 12, 19, 26, 2024

 8 AM – 12 PM

 \$1,495/person. \$1,345 before 1/30/24  
Breakfast and course materials included

 MRC

 Register: [mrcpa.org/events](http://mrcpa.org/events)

\*Fees and times subject to change. Visit [mrcpa.org/events](http://mrcpa.org/events) for current details.