



North American Shared Services Tuition Based Management and Leadership Development Catalog

2010

Updated 5.6.2010



**Schneider Electric
North American Shared Services**

Welcome

This catalog represents the current offering of North American Shared Services tuition based management and leadership development offerings. All courses are designed around the Schneider Leadership competencies.

Two Types of Leadership Development

There are two distinct types of offerings for leadership development - Organization sponsored, "Leadership Pipeline" courses and the tuition based offerings.

Pipeline courses are North American and global programs with limited capacity. As a result, these programs are filled on a nomination basis with Escalating People Review being the primary tool for managers to identify a potential participant. These Pipeline courses include:

- PMDP
- Sharing Our Priorities
- Felix
- PM1
- PM2
- PM3

Details on these courses can be obtained from your HR representative or via The Learning Center (PMDP) or the global intranet site (SEU) under Human Resources/Schneider Electric University.

Tuition based management and leadership programs are available to North American managers. Additional sessions of each course are offered based on demand so there is no limit to the number of people who can attend these programs. In 2010, these tuition based courses include:

- Management I: Managing Performance
- Management II: Improving Effectiveness
- Management III: Moving Towards Leadership
- Leading Teams
- General Management Simulation (Capstone)
- Accelerating Performance & Leading an Engaged Workforce
- Persuasion and Negotiation
- Finance for Managers and Professionals
- Innovation: Leveraging Employee Ideas

Applicable for Managers and Leaders

The courses outlined in this catalogue were designed for managers in content and delivery. While the subject addressed may be similar to courses taken in the past, the outcomes of these sessions are designed for the level of people in the room.

Enrollment

Enrollment for the tuition based courses is done online via The Learning Center. Confirmations of enrollment are dependent upon manager approval.

Seminar Description

This course is designed to educate participants on the 10 component methodology of organizational change management. During the two days participants will be guided through each component of the methodology identifying the tools, terminology, key principles as well as tactics to accelerate change and overcome barriers. The four roles of the CAST (Champion, Agent, Sponsor, and Targets) will be discussed to ensure a clear understanding of responsibilities before, during and after the change.

Program Focus

- Defining the Change
- Assessing the Climate
- Identifying the Change Approach
- Generating Sponsorship
- Developing Target Readiness
- Creating Culture Fit
- Build Agent Capacity
- Developing a Reinforcement Plan
- Building a Communication Plan

Strengths

The program is a combination of lecture, exercises, role play, and group discussions. Participants leave with a template for managing their own change project.

Faculty

The session is internally facilitated by two experienced Schneider Electric facilitators.

Competencies

- Change Management & Implementation Methodology
- Quality
- Adapt and Learn

Target Audience

The session is designed for any employee participating in a change initiative or project.

Applicability of content	low	high
Directors (VP & Gen'l Mgr)		
Mid Level Leaders (Managers of Managers)		
Front Line Managers & Supervisors		
Front Line Employees		

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$250 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

This 3-day course is designed from six modules of Development Dimensions International’s (DDI) Interaction Management Series, which focus on the supervisor’s role in getting work done through their direct reports. The modules emphasize developing those skills fundamental to the supervisor’s success in managing a work group. These skills include interaction management, setting performance expectations, reviewing performance progress, coaching, improving performance, giving feedback, and leading teams. The goal of the course is to develop supervisors who are able to build a high performance work group that has commitment, takes action and continuously improves.

Program Focus

- Setting Performance Expectations 20%
- Coaching Good Performers to Excel 20%
- Coaching for Improvement 20%
- Performance Review Discussions 20%
- Leading High Performance Teams 20%

Strengths

The program is a combination of lecture, video, role play, and group discussions

Faculty

The session is internally facilitated by Schneider Electric’s L&D Shared Services.

Competencies

- Communicate Effectively
- Drive for Results
- Develop Performance
- Coach, Train, and Value Others
- Foster Teamwork
- Monitor Execution

Target Audience

The session is targeted to newer managers and/or managers without formal training in this area. Participants must have direct reports.

Applicability of content	low	high
Senior Executive		
Directors (VP & Gen'l Mgr)		
Mid Level Leaders (Managers of Managers)		
Front Line Managers & Supervisors		

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$680 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

This 2.5 day course is a combination of five modules of Development Dimensions International (DDI) Interaction Management series. It advocates proactive, self-initiated leadership development and examines the leader’s role in increasing organizational effectiveness and / or creating an environment where employees are highly motivated, where people are matched with the right task and appropriate authority, and where conflict is appropriately managed. Uses a variety of learning technologies / methods including, lecture, facilitator-led discussion, large and small group activity, video modeling, and skills practice.

MGTI131, Managing Performance, is a prerequisite for this course.

Program Focus

- Achieving Your Leadership Potential 20%
- Building a Motivational Atmosphere 20%
- Developing Others to Full Potential 20%
- Effective Delegation Techniques 20%
- Resolving Conflict 20%

Strengths

The program is a combination of lecture, video, role play, and group discussions

Faculty

The session is internally facilitated by Schneider Electric’s L&D Shared Services.

Competencies

- Motivate Others
- Demonstrate Excellence
- Delegate
- Coach, Train, and Value Others
- Develop Employees
- Build Organizational Relations
- Promote Change
- Manage Conflict

Target Audience

Newer managers with 12-18 months in position or those without formal training in this area. Must have direct reports and have attended or mastered content from Management I.

Applicability of content	low	high
Senior Executive		
Directors (VP & Gen'l Mgr)		
Mid Level Leaders (Managers of Managers)		
Front Line Managers & Supervisors		

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$680 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

This 2-day course develops skills requisite for getting things done through people outside the reporting line, establishing alliances in the work group as well as across and outside the organization, tailoring leadership approach to fit different people and situations and accelerating the decision making process while still making quality decisions.

*Required prerequisites for this course are
MGTI131 - Managing Performance and
MGTI230 - Improving Effectiveness*

Program Focus

- Adaptive Leadership 25%
- Influential Leadership 25%
- Rapid Decision Making 25%
- Building Winning Partnerships 25%

Strengths

The program is a combination of lecture, video, role play, and group discussions

Faculty

The session is internally facilitated by Schneider Electric's L&D Shared Services.

Competencies

- Demonstrate Adaptability
- Build Organizational Relations
- Promote Change
- Anticipate Issues
- Innovate

Target Audience

Managers with more than 24 months in position; managers without formal training in this area.

Applicability of content	low	high
Senior Executive		
Directors (VP & Gen'l Mgr)		
Mid Level Leaders (Managers of Managers)		
Front Line Managers & Supervisors		

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$440 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

Using modules from Development Dimensions International (DDI) and personal experiences of participants, this 3-day course is designed to provide team leaders with requisite skills for accomplishing work assignments and project tasks through others on a team. Can be used by any intact team leader, however in this class, the term *team* does not infer hierarchal relationship.

The course is designed for groups working towards a common goal and objective where the success of one person is dependant on the success of others. Leaders learn the process of setting up a team charter, including goals, ground rules, and other important elements of a successful team.

Program Focus

Essentials of Leadership	20%
Launching a Successful Team	15%
Leading High Performance Teams	20%
Building an Environment of Trust	15%
Making Meetings Work	15%
Reaching Agreement	15%

Strengths

The program uses a variety of learning technologies / methods including, lecture, facilitator-led discussion, large and small group activity, video modeling, and skills practice.

Faculty

The session is internally facilitated by Schneider Electric's L&D Shared Services.

Competencies

- Achieve Results
- Communicate Effectively
- Foster Cooperation
- Set Vision and Strategy
- Influence and Convince

Target Audience

Can be used by any intact team leader, however it is aimed at informal leaders without supervisory or managerial responsibility for their team members (i.e. Project Managers)

Applicability of content	low	high
Senior Executive		
Directors (VP & Gen'l Mgr)	■	
Mid Level Leaders (Managers of Managers)	■ ■ ■	
Front Line Managers & Supervisors	■ ■ ■ ■ ■	

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$680 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

The session begins with Gold of the Desert Kings™, an experience that forces teams to be as productive as possible with limited time and resources. Participants will experience the benefits of setting results-oriented goals, upfront planning and taking appropriate action to guarantee achievement of the goal. Using the experience as a basis for discussion, participants discover three critical skills for accelerating performance: setting results-oriented goals, engaging others and accurately assessing others.

Day two provides a clear process for making sound decisions and a framework for facilitating employees’ ability to implement the decisions. The program uses a series of individual and group exercises, case studies and group discussion to review and teach the required skills. Built-in application drives home the learning following each segment.

Program Focus

- Accelerate the performance of team members 20%
- Release potential of individual contributors 20%
- Measure performance against expectations 20%
- The Decision Making model 20%
- Shared responsibility for performance and development 10%
- Create appropriate performance boundaries 10%

Strengths

This program effectively helps leaders identify gaps between what they know about managing and engaging others and the behaviors they demonstrate. The delivery and application is tailored towards leadership level managers.

New and Noteworthy

The program is interactive and is taught through a combination of lectures, case studies and exercises.

Faculty

The session is taught by Carl Harkrider of Eagle’s Flight.

Competencies

- Motivate Others
- Develop Others
- Establish Trust
- Invite Diverse Thought
- Resolve Important Issues

Target Audience

Appropriate for experienced managers who want to develop their core “soft” skills. Most participants should have already attended or mastered the content of Management I and II.

Applicability of content	low	high
Senior Executive		
Directors (VP & Gen'l Mgr)		
Mid Level Leaders (Managers of Managers)		
Front Line Managers & Supervisors		

Program Contact

Cora Moir
 847-925-3216
 Cora.moir@us.schneider-electric.com

Program costs

\$1,165 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

In this 3-day program, participants experience strategic planning, competitor analysis, forecasting and production planning, internal functional alignment, market segmentation, product positioning, and finance. Ultimately, teams must align their businesses to a strategy and execute. If they don't, their competition will clobber them.

Capstone® has been called the closest thing to a condensed MBA available. The program uses a blended learning platform including online tutorials and the hands-on experience of running a business over six or more simulated years.

Program Focus

- How strategy drives tactical decisions 20%
- Levers that impact and are impacted by other areas of the business 20%
- Basic business finances 30%
- Financial ratios for decision making 10%
- Customer segmentation 20%

Strengths

A unique computer based simulation where managers face a complex and rapidly evolving environment in which business acumen is tested and enhanced through modeling, analysis and strategic planning.

New and Noteworthy

The program is a combination of lecture, simulation, and group discussions.

Faculty

The session is facilitated by Tim Treger of Schneider Electric Shared Services who has delivered this session for numerous companies over the past 5 years.

Competencies

- Think Strategically
- Meet Customer Needs
- Build Realistic Plans
- Manage Execution
- Drive for Results
- Promote Teamwork

Target Audience

The session is designed for experienced managers who want to broaden their business acumen and general management mindset. It is ideal for leaders who have “grown-up” in a single function.

Applicability of content	low	high
Senior Executive	■	
Directors (VP & Gen'l Mgr)	■ ■ ■ ■ ■	
Mid Level Leaders (Managers of Managers)	■ ■ ■ ■ ■	
Front Line Managers & Supervisors	■	

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$1,055 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

The Persuasion and Negotiation program helps people become more successful persuaders and negotiators by applying three different perspectives to issues they face and using a strategic approach to effective negotiation.

During the 3-day program, participants begin to internalize concepts and confront assumptions and biases with which they approach influence. At the conclusion, participants are able to readily apply their new skills the next day back on the job.

Participants also learn a strategic framework for preparing, conducting, and reviewing negotiations. They practice using simple, powerful tools for understanding and planning the different phases of a negotiation.

Program Focus

- Negotiation Theory and Process 40%
- Personal Feedback and Goal Setting 20%
- Influence Tactics 30%
- Managing Difficult Partners 10%

Strengths

The content is based on scientific research focused on cognitive and emotional factors. Participants receive personal feedback allowing them to leave with templates for future success.

New and Noteworthy

This is the third generation of this course which was piloted successfully in 2009. The program is a combination of presentation, case studies, and exercises.

Faculty

This session is taught by Scott Roberts of Accordence. He has facilitated this program for other leading companies such as American Express, Boston Scientific, Hewlett-Packard, Medtronic, and others.

Competencies

- Use Insightful Judgment
- Think Creatively
- Influence Others
- Foster Open Communications
- Manage Conflict

Target Audience

Managers with significant business experience who can demonstrate greater impact through effective negotiation and influence skills.

Applicability of content	low	high
Senior Executive	[Progress bar: 25%]	
Directors (VP & Gen'l Mgr)	[Progress bar: 75%]	
Mid Level Leaders (Managers of Managers)	[Progress bar: 100%]	
Front Line Managers & Supervisors	[Progress bar: 50%]	

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$2,115 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

Designed around a simulation called Income/Outcome, the session allows learners to become entrepreneurial executives, teams become corporate giants, and the classroom becomes an entire industry. Participants hone their financial and analytical skills as they “run the numbers”, planning and acting on real-world business challenges presented in this hands-on financial simulation.

In the end, learners will understand their impact on the company including profitability, cash flow, working capital, the balance sheet, customer service, and more. The simulation leverages visual and kinesthetic learning to allow learners the ability to paint a mental picture of a company’s financial health. As a result, participants examine Schneider’s priorities and challenges with the same big-picture understanding they have developed during the simulation.

Program Focus

- Basic financial statements 30%
- Market conditions impact on decisions 20%
- Budgets and cash flow forecasts 20%
- Break-even analysis 10%
- Ratios as metrics 10%
- Schneider financial metrics 10%

Strengths

The structure of the Income/Outcome simulation board supports a visual understanding of the use, importance, and inter-relationship of key financial ratios.

New and Noteworthy

This two-day program was piloted in September 2007 with overwhelmingly positive feedback from participants.

Faculty

The session will be taught by one or more facilitators from Andromeda Training.

Competencies

- Anticipate Issues
- Drive For Results
- Foster Teamwork
- Listen to Customer Needs
- Manage The Business Growth
- Monitor Execution
- Provide Direction

Target Audience

Program is designed for those who would benefit from increased financial acumen and those engaged in budgeting, forecasting and analysis - individual contributors, managers, and sales groups.

Applicability of content	low	high
Senior Executive		
Directors (VP & Gen'l Mgr)		
Mid Level Leaders (Managers of Managers)		
Front Line Managers & Supervisors		

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$755 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Seminar Description

Employees see many problems and opportunities that their managers don't. They have plenty of good ideas to save money or time, generate new revenue, make their jobs easier, improve productivity, quality, sales, or the customer experience. However many managers unwittingly do more to suppress these ideas than to promote them. Managers who don't know how to tap the huge potential in their employees' ideas put themselves at an enormous disadvantage. It is impossible for a manager to achieve high performance without the ability to promote significant numbers of useful and creative employee ideas. The state of the art in managing ideas is very advanced. There is a lot to learn, much of which is counterintuitive. This intensive and highly practical 1½ day workshop will give you the valuable tools you need to make a real difference in your organization.

Program Focus

- The power of employee ideas 15%
- Facts about creativity 15%
- How to run a good idea system in your area of responsibility 50%
- How to help yourself and your people come up with more and better ideas 20%

Strengths

Innovation is a competency in which most people do not receive formal training. A year after the session, leaders should be able to look at their organizations and see more ideas being implemented.

New and Noteworthy

The program is a combination of lecture, activity, video segments, and group discussions.

Faculty

Dr. Alan Robinson is one of the foremost experts in the world on managing ideas, creativity and innovation. His books have been translated into seventeen languages. He is currently on the faculty of the Isenberg School of Management at the University of Massachusetts.

Competencies

- Be Open to Personal Change
- Innovate
- Manage Execution
- Promote Change

Target Audience

The session is designed for leaders with the ability and willingness to change the “way things get done” in their function. Those with the authority and/or influence to implement a system to encourage and implement new ideas will find it particularly engaging.

Applicability of content	low	high
Senior Executive		
Directors (VP & Gen'l Mgr)		
Mid Level Leaders (Managers of Managers)		
Front Line Managers & Supervisors		

Program Contact

Cora Moir
847-925-3216
Cora.moir@us.schneider-electric.com

Program Costs

\$790 per person plus travel and hotel

Program Schedule

Please visit The Learning Center for the most up to date course schedule.

<http://www.se-learning-center.com/index.htm>

Additional sessions added based on demand. Contact the Program Contact above with questions.

Description

The IMS one-day programs offer participants the opportunity to interact with, and learn from, some of the world's leading management thinkers on an ongoing basis. Employees will become more effective and improve their decision-making skills.

Payment & Expenses:

Employees of Schneider Electric and affiliated companies are entitled to attend a one-day session in any IMS location for a fee of \$325 per day. Seminar, travel and any other related fees need to be paid by you, the attendee.

Reimbursement and/or payment of these fees should be discussed with your manager.

Enrollment Process:

1. Go to www.ims-online.com
2. Enter the name of the course in which you have interest in the search field and select the appropriate date and location.
3. Select Schneider Electric from the drop down menu of member companies
4. Complete registration including **preferred method of payment** which is 'Bill To Me' for Square D but may be different depending on the organization.
5. Invoices should then be processed through AP and charged to your own cost center.

Partial List of Available Sessions

- Advocacy: Championing Yourself and Your Ideas
- Agility and Resilience: Managing Personal, Team, and Corporate Stress
- Authentic Leadership for Women
- Becoming a Next-Generation Leader
- Blind Spots: Avoiding Flawed Decisions
- Breakthrough Thinking for Breakthrough Results
- Building Trust to Manage Resistance, Engage Employees, and Navigate Change
- Creating and Managing Successful Internal and External Business Alliances
- Creating Customer Loyalty by Managing the Experience Throughout the Organization
- Critical Thinking: A Model for Avoiding Common Decision Traps
- Crucial Conversations: Communicating When the Stakes Are High
- Customer Loyalty Guaranteed: Business Growth Through Remarkable Service
- Dealing with Difficult People: Bringing Out the Best in Others, Even at Their Worst
- Delivering Positive Criticism: The Cornerstone of Effective Coaching

- Developing Leadership Charisma: Actions Speak Louder Than Words
- Diversity of Thought: Why Great Leaders Don't Take 'Yes' for an Answer
- Driving Business Results: Seven Steps to Financial Acumen
- Driving Excellence: Measuring and Managing Performance
- Effective Conflict Resolution: An Essential Leadership Asset
- Embracing Change and Increasing Productivity During Turbulent Times
- Everyone Negotiates: The Art of Getting What You Both Want
- From Idea to Execution: Ten Rules for Strategic Innovators
- Get the Most from Your 'B' and 'C' Players While Developing Your High Performers
- Getting Optimal Performance from Virtual Teams
- Getting Things Done: Mastering Workflow
- Global Leadership: Leading Across Borders
- High Impact Communication: Getting the Results You Want
- Increasing Human Effectiveness: The Importance of Adaptability and Engagement
- Increasing Your Personal Effectiveness
- Influence and Action: The Core of Leadership
- Innovative Thinking for Extraordinary Outcomes
- Keeping People Engaged and Motivated in This Age of Instability
- Key Skills for Managing Across Borders
- Leading vs. Managing: The Difference Is Key to Your Success
- Leveraging Collaborative Partnerships: Increasing Your Leadership Effectiveness
- Managing High Performance Teams: Overcoming the Inevitable Conflicts
- Managing Uncertainty: The Value of Dynamic Scenario Planning
- Navigating Leadership Transitions: Thriving in Your Current and Future Roles
- New Skill Sets for Leaders: The Waves Will Only Get Bigger
- Organizational Savvy: Leveraging Your Influence and Impact
- Performance-Based Coaching: Unleashing Excellence
- Putting Strategy to Work: Leading Effective Execution
- Resolving Conflict: Creating a Workplace of Cooperation and Results
- Sharpening Your Communication Edge: The Art of Listening, the Power of Speaking
- Strategic Alignment: Moving from Plan to Action
- Systems Thinking: Crucial Implications for Management
- The Adversity Advantage: Leading and Managing in Challenging Times
- The Changing Face of Competition: Succeeding in a Borderless Economy
- The Emotionally Intelligent Leader: Impacting Productivity and Effectiveness
- The Manager's Role as Coach: Improving and Sustaining High Performance
- The Multi-Generational Workplace: Leveraging the Power of Age Diversity

2010 Course Schedule

Q3 & Q4

Month	Date start	Date end	Course	Location
July	7/20	7/21	Accelerating Change - PROE120	Livermore, CA
	7/27	7/29	Leading Indv & Teams - MGTI135	Nashville, TN
August	8/11	8/13	Flawless Consulting - HUMI300	West Kingston, RI
	8/17	8/19	Leading Indv & Teams - MGTI135	Costa Mesa, CA
	8/24	8/26	Improving Effectiveness - MGTI230	West Kingston, RI
	8/24	8/25	Situational Leadership - MGTI	Dallas, TX
	8/31	9/1	Accelerating Performance - MGTI200	Dallas, TX
September	8/31	9/2	General Management Simulation	Palatine, IL
	9/14	9/15	Finance for Mgrs & Professionals - MGTI402	Dallas, TX
	9/14	9/16	Leading Indv & Teams - MGTI135	Palatine, IL
	9/21	9/22	Finance for Mgrs & Professionals - MGTI402	Raleigh, NC
	9/28	9/30	Improving Effectiveness - MGTI230	Costa Mesa, CA
October				
	10/12	10/14	Team Leadership - MGTI120	Palatine, IL
	10/19	10/21	Improving Effectiveness - MGTI230	Burnaby, Canada
	10/26	10/28	Leading Indv & Teams - MGTI135	Raleigh, NC

updated and accurate as of 7/16/10

Please check The Learning Center for the most up to date schedule