



# HIGH PERFORMANCE MANAGEMENT (HPM)

**June 28-29, 2017 - Oklahoma City, OK**  
**Trainings provided by National NAHRO**

**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 with 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 and to experience critical tools and techniques that can assist them to more effectively manage and supervise their 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, validated knowledge. It is a participant-centered 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.

## **Objectives:**

- 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

## **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.

## **Schedule - Total: 2 Days**

Day 1- 8:00 am - 8:30 am - Check In

Day 1- 8:30 am - 4:30 pm – Training

Day 2- 8:30 am - 4:30 pm - Training



# OKLAHOMA NAHRO

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**HIGH PERFORMANCE MANAGEMENT (HPM):** *(Reproduce as needed to submit a separate registration form for each participant)*

Please Register the Following:

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

### REGISTRATION FEES:

- High Performance Management Training (**OK NAHRO Member**) \$500.00
- High Performance Management Training (**Non-Member**) \$600.00

Payment Method: (Make Checks Payable to OK NAHRO)

Check # \_\_\_\_\_ Amount \$ \_\_\_\_\_ Credit Card # \_\_\_\_\_

Credit Card Exp. Date: \_\_\_\_\_ (A 5% Credit Card Processing Fee will be charged for each registration) CID# \_\_\_\_\_

Name as it appears on Credit Card: \_\_\_\_\_

Billing Address of Credit Card: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone #: \_\_\_\_\_

#### **Located at:**

Oklahoma City Housing Authority  
Training Room  
1800 NE 4<sup>th</sup>  
Oklahoma City, OK 73102

#### **OK NAHRO recommends the following accommodations:**

Renaissance Oklahoma City Convention Center Hotel located at 10 North Broadway Avenue Oklahoma City, OK 73102, 1.02 miles from the Oklahoma City Housing Authority. Upon request the Renaissance will honor the federal per diem rate. You can make reservations by calling (405) 228-8000.

**Cancellation and Refunds:** *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 can send a substitute attendee if the original registrant can't attend. No exceptions will be made.*

**Registrations may be faxed to 1.866.234.4018 but will not be processed until payment has been received.**

For additional information: OK NAHRO Service Office 940-521-9982; oknahro@swnahro.org or [www.oknahro.org](http://www.oknahro.org)