

New and maturing leaders benefit greatly from dynamic education in the art and science of management and leadership. Our program combines dynamic class room instruction, situational coaching and interactive sessions to provide developing leaders with an environment and opportunity to learn. Making the content stick is accomplished first by rolling the program out over an eight week horizon and secondly by identifying an internal sponsor who will maintain contact with the participant during and after completion of the training program.

To insure the new/maturing leader is leveraging their new skills “back in the real world” we provide two individual situational coaching sessions with an experienced leadership coach. This one-on-one development opportunity takes place at two critical junctures for the new leader: mid-way through the program and 45 to 60 days after completion of the program.

Below is a summary of the training modules.

Our 8 Week Training Program

Module One: Understanding and Maximizing Personal Styles

Module Two: The Role of the Leader

Module Three: Management Communication

Module Four: Creating an Effective Work Environment

Module Five: Performance Management: Coaching and Counseling

Module Six: Performance Management: Reviewing Employee Performance

Module Seven: Essential Work Skills

Module Eight: Leading Forward

Module One: Understanding and Maximizing Personal Styles

In the workplace, much of a leader’s success is dependent upon the relationship they have with their staff, peers and managers. Each individual has his or her own personal style that affects how they respond to their environment. The more someone learns about his or her style, and the style of others, the more effective he or she can be. Leveraging DiSC, a world renowned personal profile assessment, the leaders will gain a greater understanding of their personal style and how to maximize their effectiveness based upon their style

Module Two: The Role of the Leader

This module will examine the role of the front-line leader. Participants will explore how a leadership role differs from the role of an individual contributor and discuss the skills needed for success in the position. Traditional and current management approaches will be explored to gain an understanding of their impact and application. Challenges faced by many

supervisors will also be discussed. Issues related to managing former peers and friends, gaining credibility, sources of authority, are common issues presented.

Module Three: Management Communication

Communication is an essential skill most leaders need to develop. This module will examine the importance of communication, as well as all of the numerous aspects of communication: informal and formal, impact based upon method, impact of body language and tone, importance of listening, establishing and maintaining all lines of communication.

Communication skills to gain support and reach agreement will be practiced. This module will build upon key pieces of information participants learned about themselves through the DiSC process and in module two as they further explore the role of a manager.

Module Four: Creating an Effective Work Environment

Front-line leaders play a critical role in establishing the tone of the work environment for their work group and are frequently challenged motivating employees more effectively. In this module managers learn what motivates different employees and what they can do to create a work environment conducive to each employee's success.

Module Five: Performance Management: Coaching and Counseling

Effectively managing employee performance is a critical skill and common frustration among managers. Exploring various feedback and coaching methods during this session provides managers with skills and tools to managing employee performance. Cases studies provide an opportunity to explore the differences between coaching and counseling, and to practice various approaches.

Module Six: Performance Management: Reviewing Employee Performance

Most managers are required to conduct annual performance reviews. Typically these are associated with anxiety on the part of the manager and the employee. In this session managers will be introduced to a variety of review approaches and how to connect the performance review to work performed throughout the year. Time will be spent understanding how to structure a review to increase its impact and usefulness.

Module Seven: Essential Work Skills

While the greatest area of skill development needed for leaders is often related to “people management,” leaders often struggle with balancing their workload as well. This module will focus on the areas of setting priorities, time management, delegation, and the basics of change management, providing leaders with strategies based upon their particular circumstances.

Module Eight: Leading Forward

In this last module participants examine how to lead through the meetings they conduct and how to effectively lead change. How a manager conducts a meeting is a “window” into the effectiveness of their leadership skills. This session discusses strategies to conduct effective meetings, and is followed by highlighting effective strategies to lead change. The program concludes with review, a sharing of individual learnings, successes and challenges to build support as they move out of the program.