



# LEADERSHIP 1

## *Fundamental Management Skills*

It takes a special skill set to manage and lead others effectively. Research shows that most individuals, when first promoted to a management position, feel ill-equipped for the role. More seasoned managers, when not provided with adequate training, have similar experiences. The Leadership 1 program is designed to provide new and experienced managers and supervisors with the fundamental skills needed to lead their staff to higher levels of productivity.

**Program Length: 3 days or 6 half-day modules**

**During this Program, Participants can Expect to:**

- Recognize methods for communication which improve productivity
- Learn and practice techniques to address performance issues effectively
- Understand and practice methods to manage performance during the entire year, not just during the annual review
- Learn interviewing techniques which will improve hiring decisions
- Learn how to become a more effective leader of change
- Identify their current strengths and development needs as a manager
- Generate a targeted Action Plan for transfer of learning to the job

**After this Program, Participants Will Be Equipped to:**

- Generate greater support among staff for new policies, procedures and initiatives
- Build stronger relationships with each direct report
- Communicate in a way that reduces misunderstandings
- Encourage a greater sense of responsibility and accountability among staff members
- Select the right candidate for a position
- Feel more confident and knowledgeable as a Leader

**Major Topics**

The Leadership 1 program can be tailored to meet your targeted objectives, using a variety of blended learning techniques. Some of the modules available include:

Key Communication Skills	Key skills to be used on a regular basis: Show Appreciation, Focus on Specifics, Ask Effective Questions, Listening Techniques
Performance Coaching Discussions	Addressing performance issues in a way which encourages personal accountability and motivates real behavior change
Performance Management Cycle	Establishing goals and objectives, Conducting consistent progress reviews & Conducting performance appraisals
Behavioral Interviewing	Asking behavior-specific, targeted interview questions to determine a candidate's ability to succeed in the job
Leading Change	Improving ability to lead change and generate employee support for change efforts
360-Degree Feedback and Planning	Creating an individualized Development Plan after receiving feedback from one's manager, direct reports and peers

This program utilizes an optional 360-degree feedback assessment to help each participant identify personal strengths and development needs.



**This program can be delivered in the traditional or virtual classroom. Optional self-paced on-line modules are also available.**

**We can facilitate and/or provide Train-the-Trainer resources.**