



OVERVIEW

This engaging, one-day program equips leaders with the foundation necessary to apply the balance of leadership skills. The focus is on trust and communication.

By the end of this workshop participants will be able to:

- Commit to the type of frontline leader they want to be
- Identify skills, values and time applications frontline leaders need to be successful
- Analyze things of value that direct reports possess
- Describe the impact of trust on the frontline leader's effectiveness
- Identify strategies for aligning stated values and values in action
- Identify the difference between objective and subjective integrity
- Apply tools and techniques to communicate more effectively
- Diagnose different communication styles
- Compare technical vs. leadership credibility

PROGRAM FLOW: KEY CONTENT AREAS

Welcome

- Introduction
- Learning objectives

Best Worst Leader

- Qualities
- Activity: Visual Interpretation
- How do they see themselves?

Skills, Value and Time Application

- Leadership pipeline
- Challenge of transitions

Engagement

- Research
- Engagement scenarios

Trust

- Stated values vs. Values in action
- Strategies for alignment
- Objective vs. Subjective integrity
- Trust framework and assessments

Communication

- Respect, timely, clear, simple and open

Open

- Listening
- Ladder of Inference
- Advocating
- Application

Respect

- Communication styles

Simple

- Power of threes
- Common constructs

Clear

- Activity: Go Figure
- Curse of knowledge

Workshop Close

- Job aid
- Workshop evaluation