OVERVIEW

This engaging, one-day program equips individual contributors with an understanding of the fundamentals of management.

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

- Examine what drives and diminishes employee engagement

- Describe the impact of trust on manager effectiveness

- Examine the three drivers of trust (capable, credible and care)

- Identify strategies for aligning stated values and values in action

- Identify the difference between objective and subjective integrity

- Understand the manager's challenge in communication

- Diagnose different communication styles

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