

NRGize Performance Now™



There is not time to wait. With the constant changes in your business and pressure to do more with less, leaders need to learn how improve performance immediately.

Integrating the concepts and skills of leading change with performance management, NRGize Performance Now™ provides leaders with the skills they need to succeed.

NRGize Performance Now™ is a highly interactive and hands on program. It can be taught on-site or through Train the Trainer certification. We have ½ day, full day and multi-day sessions. The program is ready to use, or we can tailor it to meet your specific challenges.

Leveraging proven techniques used across industries and continents along with our best-selling books (*Perfect Phrases for Communicating Change* and *Perfect Phrases for Conflict Resolution (McGraw-Hill)*), leaders will be able to improve performance NOW!

In this **highly interactive and hands on program**, leaders will learn how to:

- Leverage the 5 roles managers play to develop, mentor and coach employees
- Gain employee commitment to changing behavior
- Keep employees focused on behavior change
- Create clear agreements with employees about goals and actions
- Energize employees by delegating appropriately
- Give tough feedback to keep the changes on track
- Follow NASA's lead with positive feedback
- Focus time on high/high performers not low/low performers
- Coach associates to high performance
- Focus on behavior, not attitude
- Handle employee excuses
- Gain recommitment to high performance



“PeopleNRG worked with us during critical times in our organizational transformation. They demonstrated the ability to quickly diagnose, propose, and then implement pragmatic development plans for our organization and for individual leaders. We were able to effectively scale those programs to the needs and time requirements of the organization.”
 — **Samuel F. Thomas, Chairman, President and Chief Executive Officer, Chart Industries, Inc.**

“Thank you so much Lawrence for two great, engaging performance management trainings. The program was a big hit. It has been great working with you over the last few months. You were so easy-going and professional; truly a pleasure!” — **Rebecca McBride, Human Resources, Intuit**

“PeopleNRG has been a valuable resource for our Leadership Development and Performance Management initiatives. Antoine & Lawrence are extremely customer-focused and personable. Their team is flexible and creative in providing solutions in a dynamic business environment.” — **Ruth Kao, Talent Management, Wolters Kluwer North America**

Program Designers & Lead Facilitators

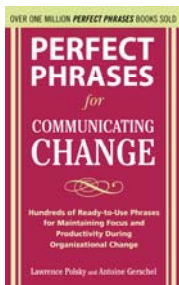


Antoine Gerschel, co-founder of PeopleNRG, has lived change challenges in many shapes and forms in the U.S., Europe, Asia and the Middle East. A former executive in pharmaceutical and international consulting companies, his award-winning training programs have improved leadership effectiveness within global, multi-cultural settings. Antoine is originally from Switzerland and has a MBA from the St. Gall Graduate School of Business (a leading European business school). He is fluent in English, French, German and Spanish.



Since 1993, as an author, speaker, coach, consultant and trainer, Lawrence Polsky has inspired and instructed over 5,200 managers and professionals on 5 continents in the areas of leadership, change management, and team building. He is co-founder of PeopleNRG. Lawrence earned his MS in Organization Development from the American University / NTL and is a pioneer in the application of Emotional Intelligence and change, based on post graduate work at The Institute for Human Development.

They are co-authors of McGraw-Hill books *Perfect Phrases for Communicating Change* and *Perfect Phrases for Conflict Resolution*. Lawrence also wrote *Say YES! to Change: 27 Secrets to Motivating Yourself and Your Team*.



All participants receive practical tools to apply the learning on the job including:

NRGize Performance Now™ Leadership Essential Cards

NRGize Performance Now™ Worksheets

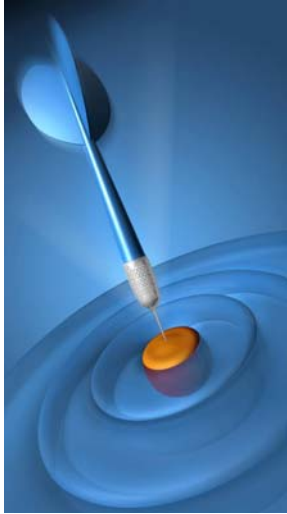
NRGize Performance Now™ Workbook

Optional: Copies of our books

Perfect Phrases for Communicating Change (McGraw-Hill)

Perfect Phrases for Conflict Resolution (McGraw-Hill)



Modules:**Manager as Mentor and Coach**

- The 5 Hats Managers Wear to Develop their People
- Your Favorite Hat: Activity

How to Change Performance

- Answer the Question “Why Change?”
- Finding Personal, Emotional Reasons: Activity
- Performance Change for Sale: Activity

Setting Expectations

- Why People Don't Do What You Ask: Activity
- A Process to Agree on Goals
- Practice Setting Expectations: Activity

Letting Go and Delegating

- The Blind Leading the Blind: Activity
- The Delegometer: Activity
- How to Choose the Right Level of Delegation
- Delegation Worksheet: Activity

Your Talent Pool

- Activity: The 4 Types of Employees
- The 5 Steps to Handling Underachiever
- Motivating High Performers

Coaching to High Performance

- The 4 Types of Feedback
- What is Your Feedback Style?: Activity
- 3 Keys to Effective Feedback
- Feedback Fish Bowl: Activity
- Positive Reinforcement the NASA Way: Activity

Handling Emotions and Defensiveness

- The Wall: Activity
- The Defensiveness Cycle
- Listening Best Practices: Activity
- What would you say now?: Activity
- 10 Strategies for Delivering Bad News
- The Ideal Conversation
- Practice Giving Corrective Feedback: Activity

Addressing Performance Problems

- Checklist for Confronting Performance Problems
- 4 Steps to Handling Persistent Resistance
- Confronting Performance Problems: Activity

