

Becoming a Leader



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

- Transition from an Individual Contributor to a Leader
- Build the trust of employees
- Think positively and optimistically
- Set clear, up front expectations with employees
- Delegate appropriately and effectively
- Influence others by flexing your communication style
- Coach employees to high performance
- Give effective feedback by focusing on behavior, not attitude
- Energize employees through rewards and recognition
- More effectively manage time
- Use 5 team decision making approaches
- Effectively take your team from formation to high performance



Audience: **New Leaders or Associates to be Promoted**

Length: **3 days**

Format: **Activities, lecturettes, and skill practice**

Modules: **A Leader's Focus**

- 3 Ways Leaders Differ from Associates
- Leader Behaviors that Create Trust: Activity
- Communication: The Foundation of Leadership: Activity
- Thinking like a Leader: Activity



Letting Go and Delegating

- Why Employees Don't do What you Ask Them
- The Benefits of Delegating
- How to Choose the Right Level of Delegation: Activity
- How to Agree on Goals: Activity

Influencing Skills

- 4 Dimensions of Communication
- What is your Style?: Activity
- How to Identify Others' Style
- Flexing your Style to Match you Audience: Activity



Performance Management through Feedback

- 3 Keys to Effective Feedback
- The Power of Positive Reinforcement: Activity
- Giving Corrective Feedback: Activity

Leading Teams

- The biggest Myth of High Performing Teams
- 3 Dimensions of High Performance Teams
- Making Decisions for and with your Team

Energizing Employees

- What Motivates? Internal and External Motivators
- Developing a Reward & Recognition Strategy: Activity



Managing your Time

- Understanding your Circle of Control: Activity
- Examining Urgency & Importance: Activity
- Managing Email

