Full-Day Workshops

Leading Talent Development

Often, the single most significant difference between industry-leading organizations and mediocre ones is the ability to consistently develop their employees. Go ahead and think of any industry-leading organization, and you'll almost always find that talent development is one of their top strategic priorities.

Leading Talent Development walks senior management teams through the fundamentals of implementing a continuous leadership and talent development program, and takes the first steps towards making it happen.

Participants will learn:

- The talent mindset that sets industry-leading companies apart from their competitors.

- To compare the advantages of developing talent internally versus recruiting, and discover how to turn their company into a talent development machine.

- How their organization's talent development program stacks up against the best, and where it needs some work.

- How a world-class leadership and talent development program works and learn the necessary steps to implement one.

Participants will also create a first draft of the organization's "People Motto" which the organization can use to guide all future decisions related to their talent development program, communicate to employees the priority the organization places on talent development.

Target Audience: senior managers

Developing Personal Leadership

Before you can expect to lead anyone else, you must first lead yourself. Strong leaders have a clear understanding of their strengths and weaknesses, and are constantly working on improving themselves. They are proactive, not reactive. They project a sense of calm and steadiness to those they lead. To do this, leaders must live a life of discipline, purpose, and take steps to reduce their stress.

Participants will learn:

- How to cultivate self-awareness.
- How to become more proactive.
- The myth of time management, and how to manage yourself instead.
- How thinking preventatively is the key to manage your stress.

Target Audience: all levels of managers, supervisors and future supervisors

What Really Motivates

For decades, the default method of motivating people used by business has been the "carrot and stick" approach – punishments and rewards. Contrary to popular thinking, incentive programs do not inspire people to give their best effort to their employer.

What Really Motivates takes a hard look at how well the traditional approach to motivating people is working and explores four alternative methods based on more recent scientific research. Participants will gain a better understanding of how to motivate themselves, and will learn four simple strategies to motivate others – at work, at home, and in the community.

Participants will learn:

- The history and drawbacks of the traditional "carrot and stick" approach to motivation.
- Four proven strategies to motivate yourself and others.
- The most common management mistake and how to prevent yourself from making it.
- How to recognize good performance and the unexpected benefits of doing this effectively.

Target Audience: all levels of managers, supervisors and future supervisors

Creating a Culture of Accountability

If you're a leader, you've probably heard the quote "Culture eats strategy for breakfast." Unfortunately, when it comes to which one gets more attention from executives, it's strategy, without question. This is perhaps because, to most executives, strategy is easier to manage. What many leaders fail to realize is that if they aren't managing their culture, their culture is managing them.

Learn how to install the building blocks upon which all truly outstanding corporate cultures are built.

Participants will learn:

- The difference between accountability and blame.
- The three steps in creating a culture of accountability.
- How to create a culture where people are comfortable providing candid feedback, and accept feedback with gratitude.
- How to hold others accountable in a positive, empowering manner.

Target Audience: all levels of managers and non-managers

Delegation and Empowerment

How many times have you asked someone to do something for you and the result was disastrous? After a few experiences like these, many managers have unconsciously adopted the belief that "If you want something done right, do it yourself." When managers believe this, they stop being a leader. Their capacity is limited to what they personally can do, and employee development and engagement go out the window.

Effective delegation is the cornerstone of leadership. Organizations that delegate effectively engage the full capacity of their workforce and save truckloads of salary dollars as work gets logically and efficiently passed down to the lowest possible level in the organization.

Participants will learn:

- The principles and benefits of effective delegation.
- What, how and when to delegate.
- Three keys to effective delegation.
- How to maintain control without being controlling.
- How to effectively use delegation as a training and development tool.

Target Audience: all levels of managers, supervisors and future supervisors

Setting Effective Goals

One of the most common skills of successful people is their ability to set and achieve goals. Goal setting is a hallmark of a proactive person, as opposed to many people who allow themselves to simply "end-up" in their current situation. Others may take the time to set goals, but they have no process for developing a feasible game plan to accomplish their goal. We call these people "dreamers."

Setting Effective Goals provides participants with a framework and template to turn their ambitions into action plans, and the time and space to develop goals that can be achieved.

Participants will learn:

- Real-life examples of effective goals that made a big difference.
- To define outcome-based goals using the SMART goal framework. (Performance Goal Template provided)
- To define performance standards.
- Four keys to setting effective goals.

Target Audience: all levels of managers and non-managers

Conflict Resolution

Conflict is an inevitable part of our lives. How we deal with it is often the primary determinate of our ability to effectively work with others and discover win-win solutions. This workshop will help participants understand how conflict can be a positive experience, and will introduce them to tools and practical tips to effectively deal with conflict situations.

Participants will learn:

- Three strategies to prevent conflict.
- Collaborative problem solving: finding win-win solutions.
- Three keys to resolving conflict.
- How to deal with difficult employees.

Target Audience: all levels of managers, supervisors and future supervisors

Coaching for Performance

Many managers tend to view their role as that of a supervisor, primarily concerned with training less experienced people and supervising the quality of their work. However, high performance, in both management and non-management roles has less to do with technical competence, and more to do with one's ability to think through problems on their own.

When managers want better performance from their subordinates, their default tactic is often to simply *tell* them what they should do. The problem is, telling people what to do does little to improve their reasoning skills and their ability and achieve higher performance. *Coaching for Performance* provides managers with the skills they need to develop a coaching mindset to help those they lead reach their full potential.

Participants will learn:

- How and why coaching conversations work for enhanced performance and productivity.
- The difference between training, mentoring and coaching, and when to use each approach.
- How to cultivate trusting relationships that inspire improved performance.
- How to use active listening and open-ended, powerful questions.
- How to help team members set goals and build in accountability for desired results.

Target Audience: all levels of managers, supervisors and future supervisors