

Achieving Results Through Genuine Leadership®

Module Skill Map

Workskills: Steps to Your Success®

Entry Level Workers

Defusing Emotionally Charged Situations (2 hours)	Getting the Information You Need (2 hours)	Helping Your Team Work (2 hours)	Positive Response to Change (2 hours)
Managing Life Outside Work: Handling Emergencies and Resisting Temptations (2 hours)	Speaking with Confidence (2 hours)	What it Take to Succeed: The Basic Principles (2 hours)	

Preparing entry level workers – Understanding what is expected, communicate effectively with co-workers and customers, respond to change, handle emotionally charged situations, be a team player, balance home and work

Working Through Emotions and Conflicts™

Frontline Leaders and Individual Contributors

Addressing Emotions at Work™ (4 hours)	Resolving Conflicts with Your Peers™ (4 hours)
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Unproductive emotions and conflict in the workplace are two major interpersonal influences that deplete the energy required to meet goals. Important effective ways to manage emotions and conflict.

Connecting with Others: Listening and Speaking™

Frontline Leaders and Individual Contributors

Listening in a Hectic World (4 hours)	Speaking to Influence Others® (4 hours)
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Listen effectively, identify and cultivate good sources of information, and master the process of encouraging people to share their knowledge.



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Workload Management

Frontline leaders and Individual Contributors

<p>Identifying Work Priorities and Setting Verifiable Goals Learning to Lead (4 hours)</p>	<p>Personal Strategies for Navigation Change Learning to Lead (4 hours)</p>	<p>Managing Your Priorities Learning to Lead (4 hours)</p>
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Prioritize work; establish a system for the verification of goal achievement. Recognize and work through stresses and behaviors that rapid change can trigger. Manage competing priorities and maintain high levels of productivity.

Problem-Solving Results: Solutions, Improvements, and Innovations™

Frontline Leaders and Individual Contributors

<p>Unit 1: Connecting People and Process (4 hours)</p>	<p>Unit 2: Exploring Gaps, Causes, and Solutions (4 hours)</p>	<p>Unit 3: Deciding on a Solution (4 hours)</p>	<p>Unit 4: Making it Happen (4 hours)</p>
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In this workshop all units are included to be delivered for complete acquisition of skills and strategies to find appropriate problem solving solutions and the energy to implement them. Defining, analyzing problems, finding solutions and implementing them. Specific methods and tool kits. Define decision making procedures and use objective criteria to evaluate choices and arrive at a solution. Action planning and follow-through.

Collaboration and Personal Initiative

All Employees within the Organization

<p>The Principles and Qualities of Genuine Leadership® (4 hours)</p>
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Learn and practice six shared basic principles and five critical qualities that create a genuine leader.



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Module Skill Map

Maximizing Your Supervisory Potential™

Frontline Leaders and Managers

<p>The Hallmarks of Supervisory Success (4 hours)</p>	<p>Delegating for Shared Success (4 hours)</p>
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Helps leaders to strive in balancing between multiple elements of their job responsibilities. Personal credibility, work group commitment, management support. Delegation success in planning, clear communication and effective follow-through

Accelerating Team Productivity™

Frontline Leaders and Managers

<p>Building Team Pride and Purpose™ (4 hours)</p>	<p>Developing Team Agility: Day-to-Day Tools™ (4 hour)</p>	<p>Resolving Conflicts Within Your Team™ (4 hours)</p>	<p>Negotiating resources for Your Team™ (4 hours)</p>
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Helps leaders focus on teams on key results and outputs while building energy and momentum toward achieving goals. Skills that instill high degree of pride and purpose. Strategies team leaders can use to build quickness, flexibility and adaptability. How to intervene and support team members when conflict arise. Negotiating skills to secure resources for teams. All inclusive 4 unit workshop.

Managing the Performance of Others™

Frontline Leaders and Managers

<p>Planning for Performance Discussions™ (4 hours)</p>	<p>Clarifying Performance Expectations® (4 hours)</p>	<p>Correcting Performance Problems™ (4 hours)</p>	<p>Conducting Performance Reviews™ (4 hours)</p>
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Ensure employee performance aligns with the direction and strategy of the organization by helping leaders prepare for and conduct different types of performance-related discussions. Discussions that increase productivity, collaboration and achievement of critical goals. Performance expectations that increase sense of ownership and commitment. Address recurring or serious problems while getting individual back on tract and motivated. Conduct a performance review that focuses on major responsibilities, opportunities for improvement and developmental needs.



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Coaching Others for Top Performance™

Frontline Leaders and Managers

The Principles and Qualities of Genuine Leadership: Manager's Version® (4 hours)	Providing Constructive Feedback™ (4 hours)	Developing Others™ (4 hours)	Giving Recognition™ (4 hours)
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Build constructive relationships that gain stronger commitment to improving performance and achieving results. Constructive Feedback that builds openness and mutual respect. Develop Others to expand their capabilities and confidence to face new challenges. Giving Recognition that reinforce behaviors that lead to the right results.

Leading Change

Frontline Leaders and Managers

New workshop that includes modules for managers and individual contributors will be available 2007

Managing Change FrontLine Leadership (4 hours)
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Employees take responsibility for implementing successful change while turning change into an opportunity to contribute

Leading Meetings

Frontline Leaders and Managers

Facilitating for Results (8, 12 or 16 hours One day or Two day workshop)
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Skills to conduct a productive, results-oriented meeting no matter how complex the issue or diverse the group.



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