You've mapped out the best leadership development curriculum possible. The training is well received, and behavior is starting to change. Then comes the kiss of death. Little or no management support leaves newly trained leaders stuck spinning their wheels on the leadership development cycle.

This course is designed specifically for the managers of leaders being trained in Interaction Management. It helps managers understand the concepts and techniques their direct reports are learning, and helps managers see what they need to do to support the organization and their new leaders in this critical leadership development initiative.

DO YOU FACE ANY OF THESE ISSUES?
• Do your leaders ask the question, “Has my manager been through this training?”
• Do managers want to support their staff’s development but not know how to do it?
• Do development efforts fall short of expected results due to lack of management support?

PERFORMANCE OBJECTIVES
Helps leaders:
• Establish and promote an atmosphere that stresses the importance of continuous learning and development.
• Proactively support development efforts of others to increase the likelihood that they will have a successful development experience.
• Create an action plan for supporting specific leadership development activities for their unit and the organization as a whole.
• Ensure the organization receives a favorable return on investment of it’s time, resources, and finances devoted to staff development.

PRIMARY COMPETENCY DEVELOPED
• Aligning Performance for Success

SECONDARY COMPETENCIES DEVELOPED
• Coaching
• Continuous Learning
• Developing Others
• Inspiring Others

VIDEO SEGMENT SUMMARIES
• A model of the Interaction Process shows a leader coaching a team member to negotiate with a long-standing supplier.
• Coworkers discuss whether their work groups can meet a customer’s needs; the discussion escalates through the stages of conflict.

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