

# Essential Skills for Leaders

## About the Program

### Program Description:

Leaders and managers need an essential set of communication skills to lead and engage their teams and associates. These skills allow them to effectively and appropriately respond to the performance challenges that are inevitable to anyone in this position: establishing open and direct communication with peers and employees, managing performance, coaching and facilitating effective problem-solving meetings. Using these skills, leaders and managers are able to gain results, create results and empower their people.

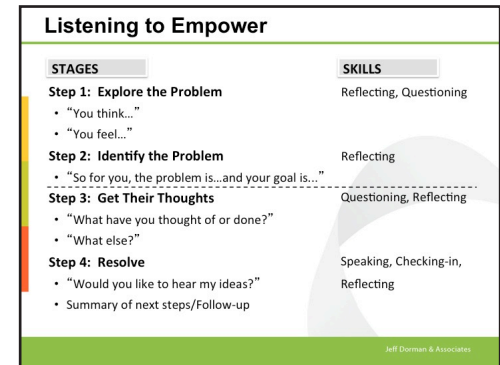


This 2-day workshop provides participants with the following outcomes:

### Learning Objectives:

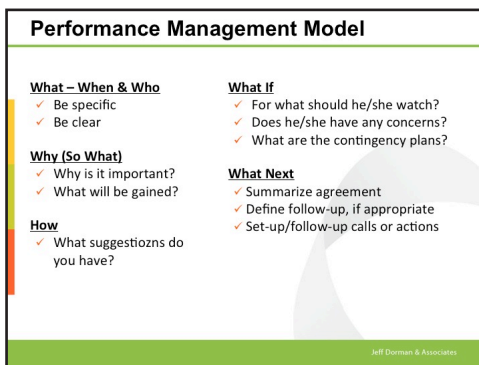
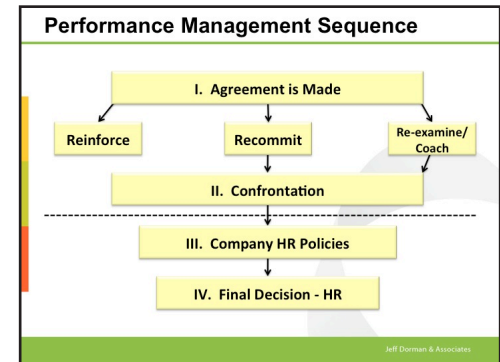
#### Module 1: Listening, Communicating & Empowering

- Use the communicating cycle when engaging in conversations with their staff
- Actively listen using the components of reflecting, attending and following
- Accurately identify the concerns, needs and issues of the speaker
- Utilize a 4-step listening and problem-solving model to help others move their problem towards resolution



#### Module 2: Managing Performance Through Agreements

- Utilize the performance management process
- Create solid performance agreements
- Gain commitment to your requests through a mutual influencing process
- Follow up after agreements are made



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## Learning Objectives:

### Module 3: Accountability and Confronting Broken Agreements

- Confront and provide feedback to individuals who break agreements
- Handle difficult, defensive reactions when confronting poor performance
- Regain commitment for positive performance

### Module 4: Coaching & Feedback

- Distinguish between managing and coaching
- Target those developmental areas that will benefit the individual the most
- Deliver objective behavioral feedback
- Conduct a feedback discussion that is motivating and helpful

