



# Essential Skills for Leaders

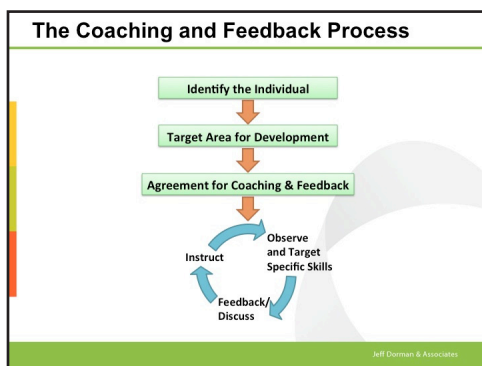
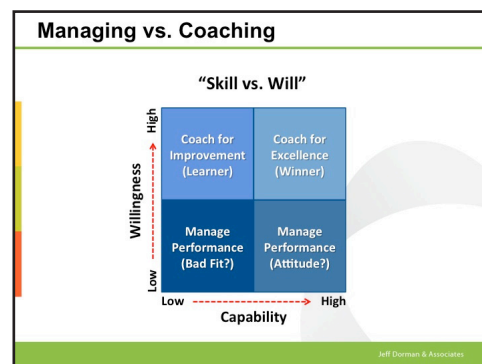
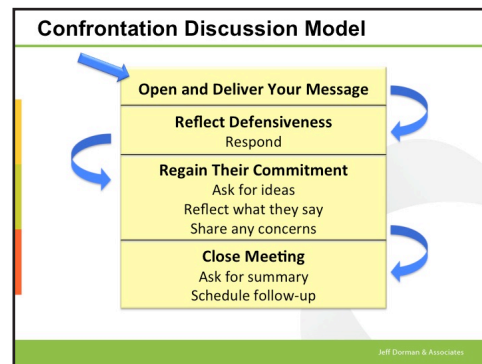
## Learning Objectives:

### 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



Driving Performance, Sustaining Results

©Copyright Jeff Dorman & Associates  
307 Shady Brook Lane • Princeton NJ 08540  
609.683.8650 • www.jdainternational.com

We improve company performance by improving your people. On-site management and leadership training wherever you are.