

Essential Skills of Leadership

"We were voted one of the top 100 companies to work for. So why are my best people still leaving?"

You've added stock option plans, ramped up health benefits and support flexible work schedules. Yet it seems as if almost every week one of your top performers leaves for another opportunity - or worse, goes to the competition. What could be missing?



Great benefit plans and top-level salaries will satisfy many employees, but to hold onto the BEST employees you need effective first-line managers.

Program Description

Essential Skills of Leadership builds a foundation that enables team leaders to manage their team toward to a shared goal: achieving the organization's strategic objectives. Throughout the workshop participants will review video presentations and case studies, participate in group discussions, practice new skills and receive immediate feedback. Managers will leave the session with implementation tools, troubleshooting guides, and additional resources to help them immediately apply their new skills on the job. This 4- hour workshop is designed for 6 to 18 participants and includes the following areas of focus:

- **Maintain & Enhance Team Member Self Esteem**

Develops the critical skills necessary to effectively give orders, evaluate performance, correct work habits, deal with complaints, and resolve conflicts while supporting a team members' sense of self-respect and dignity.

- **Focus on Behavior**

Problems on the job are solved more effectively and less stressfully when a team leader deals with what people do rather than with their attitudes.

- **Encourage Team Member Participation**

Involving team members in decision making, problem solving and other activities is one of the most powerful motivational tools.

organizational impact:

Essential Skills of Leadership will impact the ability of managers and team leaders to:

- maintain and enhance team members' self esteem while dealing with issues every day
- base discussions about performance and work habits on behavior rather than personalities and attitudes
- involve team members in goal setting, problem solving, and decision making