



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?

While great benefit plans and good salaries may attract and retain employees, the managers' skills to establish an effective relationship with their direct reports are what it takes to retain the best employees.

Impact

Leaders will be able to:

Interact with team members on a day-to-day basis in such a way as to maintain and enhance their self-esteem.

Base discussions about performance and work habits on behavior rather than on personalities, attitudes, and perceptions of intent.

Involve team members in goal setting, problem solving and decision-making.

For over 20 years, we've helped thousands of organizations equip leaders (executives, managers, supervisors and leads) with the tools they need to successfully lead their people and teams. Our experience and much research has proved that the leadership skills of one's immediate boss can determine not only whether an individual stays with an organization but also how much that individual contributes to the organization's success.

Essential Skills of Leadership (ESL) is the first step to developing the specific skills needed to be a successful supervisor, manager or leader of people at any level. By focusing on three critical management skills, the program identifies specific skills for productive interactions between team members and team leaders. ESL helps experienced leaders, new managers, and aspiring managers refocus on three of the basic skills required to lead the individuals on the team while managing programs.

Program Description

Essential Skills of Leadership builds a foundation that enables leaders to lead their people and their teams 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. Participants will leave the session with implementation tools, troubleshooting guides, and additional resources to help them immediately apply their new skills on the job. This four to five-hour workshop is designed for six to 15 participants and includes the following areas of focus:

Maintain or Enhance Team Member Self-Esteem

Participants develop the critical skills necessary to support a team member's sense of self-respect and dignity. These skills will be necessary to ensure success in subsequent skills involving effective delegation, performance feedback, administering discipline in a positive way, correcting work habits, dealing with complaints, resolving conflicts and more.

Focus on Behavior

Problems on the job are solved more effectively and less stressfully when a manager deals with what people do rather than with their attitudes or personal characteristics or their interpretation of their intent.

Encourage Team Member Participation

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

Course Materials

Facilitator Guide

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.
- Facilitator Resource CD-Rom containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide

Participant Workbook

- Exercises, forms, skill practice aids, and a video synopsis.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card providing a handy reminder of the workshop's skill points.

Video (Now available in both VHS & DVD)

- Introduction followed by a scenario displaying positive use of the three skill points discussed in the program.
- Video segments focusing on modeling positive behaviors for skill practices.
- Scenarios in both office and industrial settings.

About our Publisher



Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders and front-line managers for over 20 years. The Vital Learning Leadership Series offers the most comprehensive and practical curriculum for building the management skill set required by 21st century managers.

Our customers tell us that this training really works because it enables the changes in management behavior that drive improved business results. We can help you take the first step toward creating successful managers and more productive and profitable teams.

About Professional Development Associates

Professional Development Associates has consultants, facilitators and trainers throughout the country to meet your needs, most with more than 20 years of experience in delivering high-quality training and providing a full range of professional OD/training services.

We have built our business by ensuring our clients receive the best value...the elusive "Best Bang for the Buck" services and products available...period. Our trainers make the programs come alive...and we can help your trainers do the same thing. We provide you with world-class materials or training or trainers (or all three) which will maximize measurable changes in behavior. And we "walk the talk" with superb customer service.

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