

## **Leadership Skills for Managers: An Intensive**

The purpose of the LS-M is to teach, apply and reinforce skills proven to produce excellence in management. This Intensive involves personal goal setting, classroom sessions with learning teams, coaching, a personal action plan and a 10-week follow through plan to reinforce the learning over the next 90 days.

This Intensive spans seven weeks and is designed for seasoned managers to sharpen, reinforce and add new skills; new managers and high-potentials to shorten the learning curve toward excellence as a manager.

### Week 1: Leadership Expectations for Managers

- Program Overview: Expectations and Outcomes
- Goal Setting, Pre-Assessments, Behavior Change
- Adult Learning, retention and application tools
- First coaching session

### Week 2: Developing a Culture of Accountability

- Personal accountability tools
- Identifying and addressing negative behavior
- Solution-oriented problem solving

### Week 3: Communication and Trust – Part 1

- 360 degree listening skills
- Productive feedback
- Conducting effective meetings

### Week 4: Performance Management – Part 1

- Employee engagement
- Motivating employees to take action
- Positive culture change

### Week 5: Communication and Trust – Part 2

- Coaching Skills
- Mentoring Skills
- Application/demonstration workshop

### Week 6: Performance Management – Part 2

- Conflict management
- Managing critical conversations
- Application/demonstration workshop

### Week 7: Leading High-Performance Work Teams

- Progressive Team Model
- Decision-making and building consensus
- Leading and managing change

### Week 8: Final Coaching and Goal Setting Session

Classroom: Seven content sessions with progressive learning

Learning Teams: Peer support and accountability

Presentation Skills: STAR Reports

Book review: *The Question Behind the Question – What to Really ask Yourself to Eliminate Blame, Victim Thinking, Complaining and Procrastination.*

Coaching: Two X One-on-one coaching sessions

Personal, targeted goal setting

Full access to instructor/coach by phone/email for Quick Event/Issues coaching.

Application: Personal Accountability Plan & 90 Day Roll Out Plan

10 X Weekly 3-5 minute follow up, reinforcement videos delivered by email (new and revised)