



## LIVE SEMINAR

# Leadership, Team-Building and Coaching Skills for Managers and Supervisors



### THIS SEMINAR AT A GLANCE:

- Ten power techniques to break down Communication barriers
- How to be demanding without creating resentment
- 14 ways to tell when personal problems are overwhelming an employee
- How to make snap judgments without making blunders
- Eight blue-prints for consistently reliable decision making
- Fail-safe methods to spot every employee's strengths and weaknesses
- High-impact tactics to help you develop a coach's "sixth sense"
- Exact steps you must take to neutralize problem employees
- How to "handpick" top performers and keep them enthused and motivated
- Fifteen ways to pull the most divided work group together as a team



Gone are the days when bosses told subordinates what to do. Also gone are the old techniques of ruling through intimidation. Today's managers and supervisors need to know how to increase productivity through motivation. They need to build team loyalty as well as deal with the problem players too.

### Are you and your managers up to the challenge?

This one-day seminar is designed with one purpose in mind: to increase proficiency in the broad range of skills needed to be a successful coach.

Your managers and supervisors will learn better ways to be a coach. This includes techniques for increasing productivity and group performance.

They'll discover ways to analyze and improve their management style. They'll gain strategies for communicating effectively with direct reports, bosses, and teams. And they'll learn how to lead a diverse work force to great performance amid players who don't always follow the rules.

### Who will benefit most:

- New managers and supervisors
- Experienced managers and supervisors who have never been formally trained in coaching skills
- Those directed to increase productivity
- Newly appointed team, workgroup and project leaders
- Those who have been challenged with any productivity issues

## PROGRAM AGENDA

### The "Want-To-Win" Attitude: How to Build It

- How to harness natural competitiveness as a positive, powerful force.
- Why you must be demanding . . . and how to do it the right way.
- Eight techniques to raise enthusiasm — for an individual or the entire team.

### Strategy and Planning Essentials for Managers/Coaches

- How to ensure you've got the right people playing the right game: Implement proven strategy tips that work in theory and in practice.
- Building your "roster": how to spot superstars and problem players, and identify everyone's strengths and weaknesses.
- How to know if you're an "over-communicator" (with four direct actions that help you avoid "over-coaching").
- Seven easy strategies that coaches/managers use to deal with pressure (before it escalates to stress and anxiety!)

### How to Coach Your Team

- Five compelling reasons why your employees want to be part of a team.
- Five ways to transform even the most divided work group into an enthusiastic, winning team.
- Eight "symptoms" that signal weak or ineffective teams.
- Winning acceptance and respect as a coach/manager: how to promote upward communication on your team.
- Peer conflicts: how to defuse them before they affect the entire work group.
- How to involve anti-social employees and "loners."
- Specific tactics that balance team goals with individual ambitions.
- Is counseling the right approach? Experts explain the risks and benefits of counseling.

- "Non-directive" counseling: a proven approach that helps employees discover their own solutions.

- Eight guiding steps to positive discipline and corrective action.

### How to Handle a Coaching/ Counseling Session — and When to Leave it to Professionals

- Four subtle actions that encourage people to "open up."
- Inquiry "land mines" — three types of questions you should never ask.
- Expert listening skills — the proven method to ensure you really hear what the employee is saying.
- How to deal with anger, crying or other over- emotional responses.
- Healing the wounds — how to close on an upbeat, positive note and avoid grudges.

### Coaching Superstars: How to Be a Manager and a Mentor

- Tips to ensure you recognize employees with enormous potential.
- Essential techniques that keep high achievers enthused, challenged and interested.
- How to offer constructive criticism to a top performer.
- How to help the high achiever without alienating the team or "playing favorites."
- What you can offer as incentives . . . when you can't offer raises or promotions.

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