

Our Modular Programs

1. THE COMPANY'S BIG PICTURE

- Understand the Company's corporate vision, mission, and values
- Understand the Company's organizational structure
- Understand the Company's corporate strategy
- What is the Company's leadership talent development – the journey?

2. BUILDING TRUSTED RELATIONSHIPS

- Understand why trust is the foundation of high-performance, productivity and profitability
- The Trust Equation and how to boost your trust quotient
- Develop an action plan for application to the workplace

3. ROLE OF THE FRONT-LINE SUPERVISOR

- What is the set of skills required to be a successful supervisor?
- What does the company expect of you in your role as a supervisor?
- Understanding the Situational Leadership concept?
- Common pitfalls for a new supervisor?
- Pressures and challenges new supervisors face?
- How do you manage friends/co-workers when you have gone from 'buddy to boss'?
- Differences between Supervisor/Manager/Leader
- Demonstrate an understanding of your own leadership style (using MBTI) and how it affects others
- Understand other styles and how you can adapt your leadership to different styles and situations
- Develop an action plan for application to the workplace

4. LEADERSHIP

- Assess traits and skills necessary to be an effective leader by both managing performance objectives & leading people
- Understanding the how and the what of leadership
- Learning about the three most predominant leadership styles
- Learn how to determine the most effective leadership style under different circumstances
- Develop an action plan for application to the workplace

5. GOAL SETTING

- Setting SMART goals
- Develop individual goals for application to the workplace

6. DELEGATION

- What are the benefits to you and your team in delegating?
- How to transition into your new role and why it is important to delegate.
- What is the most effective way of delegating to your team?
- Develop an action plan for application to the workplace

7. LEADING ORGANIZATIONAL CHANGE

- Learn the 4Ps method of communicating change (William Bridges)
- Respond appropriately to varying emotional responses to change from team members
- Understand the effect of change on MBTI types
- Principles of appreciative inquiry
- Develop an action plan for application to the workplace

8. BUILDING HIGH PERFORMANCE TEAMS

- How to use the Belbin assessment tool to understand team's strengths and preferred roles?
- Understand the stages of team development
- Identify where your team is in team development and strategies to manage each stage for team success
- Team simulation exercise (Red/Blue activity)
- Outline the key characteristics of a high performing team
- How MBTI type impacts teams
- Build on team strengths
- Describe the phases of development (Form/Storm/Norm/Perform)
- Decision Making in Teams
- Develop an action plan for application to the workplace

9. PERFORMANCE MANAGEMENT

- What are the company's standards of performance?
- How to deal with absenteeism and tardiness?
- Challenges in managing your average/best performers
- How to properly use feedback for optimal performance?
- Understand the 4 root causes of under-performance and the strategies for dealing with each
- Improve the way you deal with performance concerns (practice)
- Effective feedback and follow-up
- Develop an action plan for application to the workplace

10. HIGH PERFORMANCE MEETINGS

- Creating successful team meetings (planning and preparation, structure, ground rules, clear purpose, clear action steps and accountability)
- Tips for keeping meetings on time and on track
- Develop an action plan for application to the workplace

11. CRITICAL THINKING (PROBLEM SOLVING AND DECISION MAKING)

- Mindset – self-assessment (or team simulation exercise)
- Win/lose vs Win/Win – what's the difference, how to get there
- The 8 Step Decision Making model and application
- Learn various problem solving and decision making tools, such as brainstorming, poling, force field analysis
- Develop an action plan for application to the workplace

12. RECRUITMENT

- What are the challenges of the current labour market?
- How can Talent Selection be used to attract, retain, and grow employees?
- What is the Behavioural Approach to interviewing?
- What "not to do" in an interview?
- How can you find talent for the company?
- What is the Talent Selection Process?
- What are some important skills in interviewing?
- Develop an action plan for application to the workplace

13. FROM CONFLICT TO COLLABORATION

- What is conflict?
- What are the 5 strategies of conflict resolution?
- What are the skills to manage conflict?
- Understand personal beliefs, values, and attitudes towards conflict
- Identify personal triggers in conflict situations
- Know your conflict-handling style and recognize the styles of others
- Demonstrate a collaborative style of conflict management
- Develop an action plan for application to the workplace

14. GIVING AND RECEIVING FEEDBACK

- What is the value of giving feedback?
- As a supervisor, how can you give feedback in the most impactful way?
- What do you need to consider when receiving feedback?
- How do you ensure that you are prepared to receive feedback?
- Develop an action plan for application to the workplace

15. COACHING

- Outline the leader's role as coach
- Assess personal coaching strengths and challenges
- Keys to effective coaching
- Practice basic coaching skills (trio practice)
- Develop an action plan for application to the workplace

16. YOUR ROLE IN A RESPECTFUL WORKPLACE

- Identify what is a respectful workplace
- Understand what harassment is
- What is your role in preventing harassment?
- Develop an action plan for application to the workplace

17. MOTIVATION

- What are some of the motivational theories and how do they apply in motivating your team?
- The art of appreciation – what/when, where and how to recognize your team members
- How can you gain insights into personal needs and motivators?
- Why is having a motivated and energized team important?
- What can you do to energize your team?
- Develop an action plan for application to the workplace

18. MANAGING DIFFERENT GENERATIONS

- What is the value of understanding the differences between the generations?
- What do you need to manage people differently according to their generation?
- What is the impact on your team with varying generations working together?
- What are some of the stereotypes around the different generations?
- Develop an action plan for application to the workplace

19. TIME MANAGEMENT

- Identify time wasters
- Make informed choices on specific strategies to manage time
- How organized are you? (self-assessment)
- Ways to manage time more effectively and productively
- Setting priorities – tips and tricks
- Develop an action plan for application to the workplace

20. STRESS MANAGEMENT

- Identify organizational and personal stress factors
- Understand the signals of stress and developing a stress action plan
- How organized are you? (self-assessment)
- Ways to manage time more effectively and productively
- Setting priorities – tips and tricks
- Develop an action plan for application to the workplace

21. EFFECTIVE COMMUNICATION SKILLS

- Top communication pitfalls
- Two Bells Exercise
- Communication styles – what’s yours? (self-assessment)
- Adapting to different types
- Demonstrate core communication skills including “I” language, questioning, active listening, setting clear expectations and providing effective feedback (both positive and constructive)
- Develop an action plan for application to the workplace

22. LEADERSHIP PRESENTATIONS

- How to deliver effective presentations: learn to plan for, build, and deliver presentation that capture attention and create a call to action