

# 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, effective first-line managers are what it takes to retain the best employees.***

## Impact

***Managers and team 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 and attitudes.

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

For over 20 years, we’ve helped thousands of organizations equip managers with the tools they need to successfully lead their teams. Our experience has proved that the first-line managers, and the leadership skills they possess, 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 successful managers. By focusing on three critical management skills, the program establishes a methodology for productive interactions between team members and team leaders. ESL helps experienced managers, new managers, and aspiring managers refocus on the basics – the skills required to manage the individual while also leading the team.

## Program Description

**Essential Skills of Leadership** builds a foundation that enables managers 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. The 4-to-5 hour workshop is designed for 6 to 18 participants and includes the following areas of focus:

### ***Maintain or Enhance Team Member Self-Esteem***

Develops the critical skills necessary to effectively delegate, evaluate performance, correct work habits, deal with complaints, and resolve conflicts while supporting a team member’s sense of self-respect and dignity.

### ***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.

### ***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 as well as entire participant workbook.

### ***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***

- 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 Workplace Results LLC**

Workplace Results LLC works with organizations to help them hire, train, and retain loyal and productive employees. We work in all industries, including manufacturing, health care, education, government, corporate, and small business. Using Vital Learning's award winning programs and other assessments, we offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

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