EverythingHR

COMMUNICATING FOR LEADERSHIP SUCESS

LEARNING FORMATS: CLASSROOM (onsite or public), VIRTUAL, & WEB COURSE

Organizations need leaders who can do more and be more in order to succeed in today's complex environment. They need frontline leaders with strong interpersonal skills who can get things done by mobilizing and engaging others.

This foundation-level course is a prerequisite for many others and helps leaders communicate effectively so they can spark action in others. The course teaches leaders the interaction essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond.

DO YOU FACE ANY OF THESE ISSUES?

> Do leaders lack the essential interaction skills that are critical for leadership success?

> Are leaders seen as unsupportive because they fail to demonstrate empathy?

> Do leaders fail to provide the ongoing feedback team members need to be successful?

> Are employees less focused on results because they don't feel valued or appreciated?

PERFORMANCE OBJECTIVES
Helps leaders:

> Achieve results through others by building strong interpersonal relationships.

> Plan for successful interactions with team members - in person and virtually.

> Provide meaningful, supportive feedback that motivates team members and helps individuals improve their performance.

> Impact business outcomes by consistently meeting the personal and practical needs of others.

PRIMARY COMPETENCY DEVELOPED

> Building Strategic Work Relationships

SECONDARY COMPETENCIES DEVELOPED

> Communication

> Gaining Commitment

COURSE OVERVIEW

> **Leadership Today (and Every Day):** Working in teams, learners conduct the discussion they read about in the Course Prep. Participants watch a video that shows the variety of demands a leader faces, and the facilitator highlights the importance of meeting team members' needs. Facilitator leads an activity to introduce personal and practical needs, and then introduces the Interaction Essentials.

> **Key Principles to Meet Personal Needs:** Facilitator introduces the Support Key Principle. Working in teams, learners discover key insights about the Esteem, Empathy, or Involvement Key Principle and teach their assigned Key Principle to the rest of the group. The facilitator introduces the Share Key Principle and leads a discussion about the benefits of using these skills in the workplace.

> **Working to Meet Personal Needs:** Participants watch two video segments that show a manager using Key Principles. Facilitator leads the group as they read several situations and choose an effective response for each one. Working in pairs, learners read additional situations and write an effective response for each one.

> **Up Close and Personal:** Working with a partner, learners take turns responding to statements "on the spot" using the Key Principles. Learners graph the results of their self-assessment and identify actions they will take to address any challenges they might encounter in using the Key Principles effectively.

> **Practically Speaking:** Facilitator overviews the Interaction Guidelines to meet practical needs. Participants watch a video leader effectively use these skills during a discussion with a team member. Learners begin to complete a Discussion Planner for an upcoming workplace discussion.

> **Using Effective Feedback for Leadership Success:** Facilitator leads a discussion about the nature of feedback in the learners' environment. Facilitator introduces the STAR approach to providing positive and developmental feedback. Participants practice by writing a STAR and delivering it to a fellow participant.

> **Wrap-Up:** Teams prepare and present a brief presentation of five specifics for the assigned concept learned in the course, including its business impact.

VIDEO SEGMENT SUMMARIES

> A video illustrates the leader's busy day and foreshadows many challenges.

> In a two-part video, a manager uses the Empathy and Share Key Principles when recognizing the demands placed on two frontline leaders, and later uses the Involvement and Share Key Principles when a leader comes to him with an urgent request.

> A leader effectively uses the Interaction Guidelines to conduct a challenging discussion with a team member about an issue with the project team.

COURSE DETAILS

> **Target audience:** Informal, frontline and mid-level leaders.

> **State-fundable:** Yes (onsite and public only)

> **Course length:** 4 Hours (onsite); 3.5 hours (public); 3 hours (virtual), 2 hours (web)

> **Facilitator Certification:** Certified facilitator required

> **Prerequisites:** None

> **Optimal Group Size:** 8 to 16. 20 maximum.

> **Course Prep:** Yes. 15 minutes.

> **Notes:** Module 3 of 10 in the Leadership Academy. Suitable for all environments; however, a healthcare and industrial version is available for onsite training. Onsite training available in Spanish.

TALENT DEVELOPMENT TIP: After leaders go through this course, increase Return on Investment by providing Communicating With Impact to non-leaders.

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