



# Leadership Skills for a Regulated Environment

This program will help you to raise the productivity of your managers and employees. Your managers will learn how to harness the ideas and energy of their employees for performance improvement. They will incorporate good coaching skills as a habit rather than an add-on behavior that gets forgotten under stress. IF your managers are good technologists but are not getting the best from their employees...IF you have sent your managers to expensive seminars only to see them bring back thick binders that collect dust on their shelves...IF you are committed to the development of your human resources, THEN you need a program that solidly connects high level Management Concepts with best practice behavior. Management Skills combines six, short review sessions of best management practices with a simple positive reinforcement protocol between the review sessions to ingrain best practice behaviors as habits that will stand up under stress and be used on a daily basis.



- Who Should Attend:** Managers and leaders in production, QA, and support groups; anyone who directs the work of others
- Program Format:** Six 3-hour seminars spaced several months apart with on-the-job training and reinforcement between seminars. The topics are
1. **Building Trust**
  2. **Establishing Presence**
  3. **Practicing Inquiry**
  4. **Delegation**
  5. **Managing Conflict**
  6. **Effective Feedback**
- Maximum Class Size:** 20
- Course Prerequisites:** None
- Course Objectives:** At the conclusion of the class a participant will have an understanding of the following:
- Why empowered employees can be held to higher levels of accountability than those under extreme supervisory oversight
  - How to guide employees to maximize their resourcefulness within their area of control
  - How to use simple measurements and recognition of achievements to drive behavior change
  - Why distrust exists in the manager-employee relationship even before they have met each other
  - How to lead employees to help each other to elevate quality performance
  - How recognition of employee achievement drives performance
  - How good coaching skills allow managers to increase their span of control
  - How to build consensus in a team environment
  - Why a certain amount of conflict is necessary for optimum performance
  - Why immediate and specific feedback with employees is critical to boosting performance