

LEADING FOR PERFORMANCE

Today's employees don't respond to a manager who gives direction, but rather commit to a leader who asks for their help in setting direction. And today's business doesn't wait for decisions to go up and then back down the chain of command. It needs empowered leaders at all levels. Strong leaders understand that the performance, morale, and retention of their people is directly tied to the quality of their working relationships with them. They appreciate that getting involved in their people's professional development and involving their people in decision making leads to real-world results. When leaders perform, people perform. And when people perform, businesses succeed. *Leading for Performance* enables organisations to ensure their leaders can drive business performance through effective communication, employee selection, team building, coaching, conflict resolution, and more.

IGNITE TALENT

Leading for Performance is a suite of contemporary leadership development modules that provides mid-level managers, team leaders, and other first line managers with the skills necessary to be competent in their roles. Participants explore proven employee selection, communication, team building, conflict resolution, coaching, goal setting, performance review, and other leadership best practices that provide organisations with a sustainable advantage despite external market forces.

OFFERING OVERVIEW

Inspiring people to be empowered and forward-thinking, to take risks and perform at their potential, is never easy. Add to that the rise of global business, increased adoption of virtual collaboration, and ongoing introduction of new generations into the workforce, and it's clear that now more than ever today's organisation needs a leadership development suite that is contemporary and applicable to today's business challenges.

OFFERING DETAILS

Leading for Performance is a suite of practical, configurable, facilitator-led leadership effectiveness modules featuring integrated, stand-alone learning:

- *Working Styles: Dimensions of Social Style* is a one-day module that offers leaders proven interpersonal versatility skills for identifying the various Social Styles in the workplace, then adapting their own behaviour to work more effectively with direct reports and other coworkers.
- *Meeting Leadership Challenges* is a half-day module that explores the responsibility and accountability inherent to leadership positions. Participants learn about the many nuances around leading people in today's dynamic workplace, and examine the leadership needs of their associates to create a work environment that ensures performance with fulfillment.
- *Interviewing for Selection* reduces the number of poor hiring decisions that result when managers don't use a behavioural approach to interviewing. This one-day module helps participants better prepare for and conduct behavioural interviews, and evaluate the responses of candidates during the interview.
- *Setting Goals for Success* is a half-day module that provides managers with perspectives and skills associated with setting goals for associates. Participants explore proven goal-setting processes, best practices for linking goals to strategy execution, and the importance of setting goals that address both performance and fulfillment considerations.
- *Coaching for Performance* is a one-day module that offers leaders coaching techniques that help them make the transition from a conventional output-management approach to one in which the coach actively creates an environment that fosters performance and fulfillment.
- *Reviewing Performance* is a half-day module that examines what constitutes an effective employee performance review. The performance review process

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focuses everyone – leaders, individuals, and teams – on meeting individual and organisational goals, thereby contributing to the execution of business strategy. A successful performance review process ensures shared responsibility for feedback and development.

- *Managing Conflict* is a half-day module that offers leaders specific skills for addressing conflict using a collaborative, win-win approach. People who don't manage conflict well not only experience the negative aspects of destructive conflict, but also fail to reap the creative benefits of constructive conflict.
- *Delegating with Confidence* is a half-day module that helps leaders delegate the right tasks and the right level of responsibility to the right associates to maximise involvement and productivity. Leaders need to overcome the tendency to adopt a “heroic” leadership approach, instead delegating responsibility appropriately, even as the leader is ultimately accountable for the outcome.
- *Motivating for Results* is a half-day module that focuses on the creation of a work environment in which associates consistently put forth their best efforts. Motivation is a critical element of successful performance, and leaders need to consider how to address motivation while not ignoring other elements that create results.
- *Communicating with Purpose* is a half-day module that helps leaders apply effective communication practices that work in today's dynamic business environment. Participants gain an understanding and working knowledge of specific skills for driving more effective one-to-one business communication with associates and colleagues.
- *Problem Solving* is a one-day module that explores effective ways to solve problems in the workplace.

Participants learn to reach better solutions more quickly, whether working by themselves or with a team; to experience less stress and frustration during the problem-solving process; and to build on what they already do when solving problems.

- *Taking Smart Risks* covers effective risk taking in today's uncertain business climate. Participants of this half-day module learn that risk taking is key to contemporary business and personal success, and that it's imperative to do much more than respond, anticipate, and cope.
- *Creating an Empowering Environment* is a one-day module that shows leaders that empowering employees to make decisions and take risks infuses new ideas, competence, and confidence into everyday work life. Participants learn how to overcome the hesitancy to empower people and learn best practices for doing so.
- *Managing Time Wisely*, a half-day module, offers insights into proven ways to enhance one's time management. Participants first learn how to improve their self-management skills, thereby facilitating the application of effective time-management techniques and strategies.
- *Building High-Performance Teams* explores the leadership characteristics required for assembling and developing teams committed to first-rate work. Participants of this half-day module learn just what constitutes a “team,” what kinds of skills and tools can be used to enhance team effectiveness, and how work units and cross-functional teams can achieve improved quality of working together.