

## THE LEADER MANAGER

Organisations expect managers to get results and in order to improve a manager’s performance many organisations seek out leadership development training. It is necessary for a manager to learn to motivate and manage properly and also know whom to direct that energy toward. Research shows that a manager’s focus on productivity or outcomes is *less effective* than a focus on enabling those who produce. In fact, changing the focus to support those they lead and balancing the needs of the organisation with the needs of the individual can lead to outstanding work unit performance. Experienced or new supervisors and line managers can learn to increase both performance and employees’ level of fulfillment or satisfaction.

## IGNITE TALENT

■ *The Leader Manager (TLM)* provides a framework and skills for a leader to enable the work unit to achieve Performance with Fulfillment – the combination of high performance and high satisfaction from meaningful work done well. Leaders learn to support their work units in terms of Five Factors, to provide what their people need.



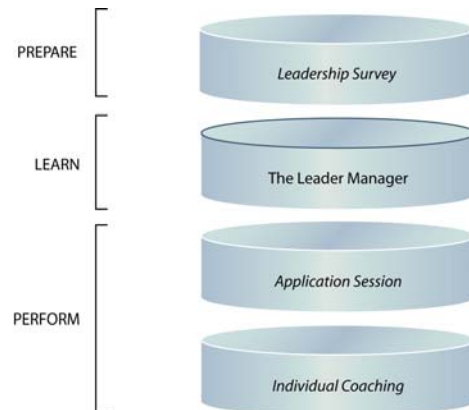
TLM is an intensive program that fosters both insight and skill development around what is most important for a leader to do – enable the best from their people.

### VALUE PROPOSITION

Employees who are enabled to make outstanding contributions are more productive and have more job satisfaction. Leaders who encourage that type of performance will bring sustainable results over time.

### APPROACH

TLM is a three-day, instructor-led workshop. It can be delivered in modular format, over three non-consecutive days to allow application between sessions. The (*optional*) Leadership Survey can enhance the impact by giving participants feedback from those they lead.



TLM can be facilitated by Wilson Learning, or by a leader-trained in-house professional. This enables:

Face-to-face interaction among the participants and with the facilitator

True-to-life skills practice with immediate in-person feedback

The opportunity for real-time commitment to action

TLM has six integrated learning modules:

## OUTCOMES BY MODULE

<i>Modules: Key Learnings Are...</i>	<i>Your Managers Will...</i>
<p><i>Balancing Employee and Organizational Needs</i></p> <p>How employee satisfaction and fulfillment relates to work-unit performance. What “Performance with Fulfillment” means and why it matters. How balancing the needs of individual and organisation is the essence of management.</p>	<p>Be able to recognise the need and priority of managing to the environment, rather than only to production.</p>
<p><i>Creating a Sense of Mission</i></p> <p>How a common understanding of the organisation’s mission impacts engagement. How to ensure that mission is meaningful and motivational.</p>	<p>Be able to create an awareness of the mission, interpret it in terms of the work unit, and enhance buy-in.</p>
<p><i>Gaining Commitment to Performance Goals</i></p> <p>How to set and align achievable goals. How to gain support and commitment to the goals. How to establish inter-dependent goals with other work units.</p>	<p>Be able to set goals with and for the work unit to provide clarity and direction</p>
<p><i>Seeking and Providing Feedback</i></p> <p>How to apply a proven, simple feedback approach to individuals and the work unit as a group. How to seek feedback and receive it to model the right behaviours</p>	<p>Be able to answer the question “How are we doing?” in ways that lead to improved performance</p>
<p><i>Linking Recognition to Performance</i></p> <p>How to discover what recognition employees really value. How to overcome the dilemmas of recognition. How to apply recognition to increase performance and satisfaction</p>	<p>Be able to recognise employees in ways that are meaningful and effective</p>
<p><i>Developing a Supporting Environment</i></p> <p>How to balance problem solving for the work unit with enabling the work unit to solve problems for itself. How to remove obstacles to performance. How to create conditions for shared responsibility, communication, and mutual trust. How to encourage risk-taking, creativity, and learning</p>	<p>Be able to create an environment where positive attitudes and high performance can become the norm</p>