

One-on-One Leadership

One-Day Program Outline

The focus of this session is how to improve one-on-one interactions. A leader is a person who is tasked with getting results through others. Whether you are a frontline associate or in a position of authority, achieving results are necessary. This highly interactive program is designed to provide skills to help leaders develop, motivate, inspire and influence others up, down, and across the organization. Participants will learn new techniques and will be encouraged to utilize them in their current roles. This program will also enable them to demonstrate a mastery of learned behaviors through practice scenarios and group discussions.

Module #1: Creative Strategies to Motivate and Inspire Others

Can you motivate another person? This question has perplexed leaders for centuries. The answer lies in understanding the principles that governs the motivation of another person. This session will provide a definitive answer to that question. Additionally, it will progress beyond theory and provide tangible strategies to help leaders create the correct team norms and environment to support success.

By the conclusion of this session, participants will be able to:

- Understand how the four principles of motivation affect associate performance.
- Define and explain the effects of pre-motivators, de-motivators and motivators.
- Gain a better understanding of what motivates individual contributors.
- Learn how to create cultural norms that speaks to the needs of each team member
- Develop skills to connect with an individual at a deeper level, in order to inspire them to higher levels of performance.

Module #2: Successfully Influencing Others Without Authority

This session will show how to attract people to your causes and leverage personal power to motivate them to act. Some associates erroneously believe that you must be in a position of influence to effectively achieve results through others. Nothing could be further from the truth. Some of the most influential and effective associates are in non-leadership roles.

By the conclusion of this session, participants will be able to:

- Understand the four components of successful influence.
- Identify their personal sources of power and influence.
- Demonstrate an understanding of their personal style and learn ways to influence others.
- Explain the process and dimensions of effective persuasion.

Module #3: Creatively Managing Individual and Team Conflict

When individuals come together as a team, conflict is inevitable. It may center on something as trivial as who forgets to put paper in the printer or as complicated as team infighting or politics. Many people complain about conflict, but few take the time to learn how to manage it towards a positive outcome. This program will introduce proven strategies that will enable you to effectively navigate conflict with an individual or team. By the conclusion of this module, conflict will no longer be viewed as a negative, but as a way to engage all team members and achieve the best possible solutions.

During this module, participants will learn how to:

- Frame conflict in a more positive way and use it to enhance team member engagement.
- Respond to conflict by using a four-step model.
- Use five strategies to influence conflict towards a more productive resolution.
- Assert themselves in the correct ways so as not to be viewed as passive, aggressive or passive-aggressive by others.

Module #4: The Effective Use of Feedback and Coaching in Leadership

Providing on-going feedback and coaching is one of the most important roles of a leader. It provides the guidance necessary to achieve results and ensures that individual performers have the tools and confidence to perform. This step also has a tremendous effect on the relationship that leaders will develop with their associate over time.

During this module, participants will learn how to:

- Use the B.I.S.C. model to provide developmental and corrective feedback.
- Identify their personal strengths and areas of development when coaching a team member.
- Conduct an extended coaching conversation using The 5 Step Coaching Model.

Module #5: Improving Emotional Intelligence and Communication Skills

Emotional Intelligence (E.I.) is developing the capacity to understand and control one's own negative emotions while inspiring positive emotions in others. Every position we take on an issue is rooted in our personal feelings and emotions. Understanding how this effects our behaviors, can help us develop and manage better relationships. Additionally, this module will show how to recognize the causes of interpersonal conflict. It introduces the skills to help you critically evaluate conflict situations and choose the appropriate strategies and tools to manage or resolve them.

By the conclusion of this session, participants will be able to:

- Gain a better understanding of their own emotional triggers and learn strategies to control them.
- Explain and demonstrate the process of empathy by developing better listening skills.
- Identify techniques to improve emotional intelligence and resolve conflict.
- Learn strategies to manage difficult conversations with diplomacy, tact, and credibility.

