

Leading In Real Time

Workshop Descriptions

Styles at Work

The focus of this session is to understand one's style of working, its strengths and predictable areas for development. Also addressed is identifying the work styles of others and adjusting your style to be more effective. This session utilizes DiSC as an assessment tool and many of the other sessions weave individual style into them as an element of the workshop. For that reason this workshop is a helpful prerequisite for many of the others on this list.

After this workshop participants will be able to:

- Understand your own style of working
- Identify the work styles of others
- Adjust your style to be more effective

Respectful Conversations

This is about creating respectful conversations in work and life through better listening. The focus of this session is to be able to listen more effectively to others and have respectful conversations with everyone. Getting a management style to be more effective in listening is addressed enthusiastically.

After this workshop participants will be able to:

- Identify the elements of a Respectful Conversation
- Listen respectfully in a conversation
- Flex your DiSC style in conversations to be more respectful

Mastering Difficult Conversations

The focus of this highly interactive session is to be able to more effectively handle the difficult conversations that inevitably can come up in business situations.

After this workshop participants will be able to:

- Confidently prepare for a difficult conversation
- Identify the factors that can make a conversation difficult
- Flex your DiSC style in difficult conversations
- Conduct a difficult conversation at work

Engaging Through Delegation

The focus of this session is to use delegation to increase employee development. The tools offered help to decide what to delegate and who to delegate it to. Developmental Delegation and having the Delegation Discussion are also covered.

After this workshop participants will be able to:

- Use delegation as a way to enrich the jobs of others
- Decide which assignments to delegate
- Decide whom to delegate the assignments to
- Have an effective delegation discussion

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Compelling and Cascading Goals

The focus here is on one of the most powerful tools a manager has, compelling goals and interesting work assignments. Learn to write more compelling goals as well as the best method for measuring any goal. In addition, time is devoted to how to create cascading goals that hold an organization together. This is done through the use of interconnecting Objectives and their corresponding Key Results. A great workshop for the whole team!

After this workshop participants will be able to:

- Create interesting and challenging goals
- Sustain and maintain existing goals
- Identify the best method for measuring any goal

The Check-In Conversation

The regular Check-In Conversation is replacing the outdated annual Performance Review in many organizations and this workshop explains how to bring that process to life. This workshop is filled with practical examples and tools to assist in making goal setting and team alignment a much easier process. A great workshop for the whole team!

After this workshop participants will be able to:

- Discuss the Outcomes and Key Results they were asked to achieve
- Ask for and receive more interesting and challenging work
- Use a consistent process to evaluate employees and discuss their performance
- Engage in a meaningful dialogue and performance feedback

Hiring Great People

The focus of this session is how to use competencies in selection criteria and how to use behavioral interviewing techniques in an interview. Participants practice asking interview questions in a way that gets more information from the candidate.

After this workshop participants will be able to:

- Create an Effective Candidate Experience
- Conduct an effective behavioral interview
- Ask only questions that are legally allowed
- Make an Informed Hiring Recommendation

The Art of Onboarding

The focus of this session is the importance of a structured Onboarding Process along with the key components necessary for the success of the process. Emphasis is placed on the relationship between a structured onboarding process and retention. As a part of this session, managers create an Onboarding Process they can use with their next hire.

After this workshop participants will be able to:

- View activities from the New Hire's perspective
- Clarify the role of Managers and HR in Onboarding
- Design an Onboarding process for their New Hires

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Managing For Keeps

The focus of this session is less on why people might leave and more about why and how you can get them to stay. The role of the manager in retention and the impact of the manager's actions are examined. Emphasis is placed on the relationship between employee engagement and retention. The session is filled with practical examples and tools to assess the risk of losing the best and brightest employees.

After this workshop participants will be able to:

- Explain the main reasons people stay in a job
- Articulate their role in retaining employees
- Effectively use the Tools of Retention
- Action steps to take to retain their team

Managing Productivity During Change

The focus of this session is the dynamics of change and people's predictable reactions to the ensuing transition that occurs. Emphasis is placed on the relationship between the stages or phases of transition and mitigating the inevitable loss of productivity.

After this workshop participants will be able to:

- Articulate the triggers of organizational change
- Explain how change works at work
- Recognize reactions to change in you and others DiSC styles
- Use techniques for managing results and productivity during change

Communicating Change

The focus of this session is the role of the manager in communicating change as well as the techniques of delivering a potentially difficult message. Also addressed are the communication requirements of each stage in the Change Curve with special emphasis and practice on delivering the message.

After this workshop participants will be able to:

- Explain the manager's responsibilities in communicating change
- Effectively deliver a message about change
- Adjust communication methods based on each stage of the Change Curve

Role of the Manager

The focus of this session is to understand the Responsibilities and Expectations of the manager. The core of this workshop is the issue of personal accountability and courage. Around this center of accountability we discuss the primary skills required for managing the Employee Lifecycle.

After this workshop participants will be able to:

- Explain the basics of personal accountability in managing others
- List the Responsibilities and Expectations of their role as a manager
- Utilize techniques provided to assist in the transition process

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Meetings, Meetings, Meetings

The focus of this workshop is how to improve the current meetings at work. Actual company survey data is used to examine the challenges and opportunities that meetings currently offer for improvement. Action plans for meeting improvements are a natural outgrowth of this examination. A great workshop for the whole team!

After this workshop participants will be able to:

- Determine when to have a meeting and when it is not required
- Create an appropriate structure for each meeting
- Use participants in different roles in the meeting
- Utilize techniques to manage the participant interactions in the meeting

Managing Your Manager

The focus of this session is the relationship that the manager has with their boss is as critical as any to their success and is often overlooked. This relationship is based on three core components to making it successful; understanding working styles, the need for interdependence and interlocking goal alignment.

After this workshop participants will be able to:

- Define your manager's working (DiSC) style
- Articulate the goals of their manager
- Define a next step for improving the working relationship

Working In Real Time

The focus of this session is to use a Project Planning Situation/Simulation to learn the major steps in setting up a project. This project management simulation is useful for managers who have to manage projects but are not PMP certified. Great workshop for a new project team!

After this workshop participants will be able to:

- Explain the major steps and flow of a project
- Organize a project's phases and steps
- Work with a team to organize a project