

Name \_\_\_\_\_  
Company \_\_\_\_\_  
e-mail \_\_\_\_\_



Rev -4/2010

Rate the need for leadership training in your organization on the scale:

- 0 = no need
- 1 = Low need – maintenance item
- 2 = Medium need – important
- 3 = High need – urgent

### **Leadership Topics**

- Build a customer focused organization – focus outward not inward
- Build an environment of TRUST in your organization
- Create a reinforcing culture in your business
- Manage your style – more than just understanding it
- Understand the uses and pitfalls of evaluations for leaders
- Unleash maximum discretionary effort in people
- Business ethics – building in a culture of integrity

### **Planning for Growth and Change**

- Lead change initiatives that really work and don't fizzle
- Build an excellent foundation: values, vision, mission and behaviors
- Develop a consistent plan with strategies and tactics
- Develop a tolerance for risk – understand the relationship to motivation
- Demonstrate constancy of purpose – avoid “program of the month”
- Setting expectations and holding people accountable
- Leader Development and succession planning

### **Political Skills Critical to Success**

- Master office interpersonal relationships – do the right things well
- Understand the power of diversity – make it real, not mechanical
- Foster peers and support people as political allies
- Think like an owner – the key to getting a good reputation

## **Develop People and Teams**

- Develop and nurture high performing teams
- Build leaders with strength, courage and passion for performance
- Select the right people for key positions
- Transition leaders effectively - avoid the typical mistakes
- Reduce conflict in the workplace and among team members
- Reduce negative comments and griping in meetings
- Deal with suppliers and logistics as partners

## **Skill Building**

- Practice Statistical Thinking for Leaders – use information correctly
- Use Problem Prevention techniques – leads to less damage control
- Embrace Lean Thinking concepts – leapfrog the competition
- Make Performance Management work – not backfire
- Understand Total Quality Management – “blackbelt” thinking processes
- Become a superior negotiator
- How to handle yourself after a mistake – make it a golden opportunity

## **Techniques of Outstanding Communication**

- Reduce rumors and gossip by 70%
- Communicate from the gut – not at the head level
- Understanding E-Body Language – reducing frustrations with e-mail
- Master writing skills – avoid the typical mistakes
- Energize audiences when speaking in public
- Read body language well – and control your own
- Use reflective listening skills to improve understanding

**Creating Balance at Work and with Your Life**

- Reduce stress at work – avoid burnout due to Whack-a-mole syndrome
- Grow other leaders – coaching and mentoring
- Make the most of your next 6 months – the most important time
- Give back - make your life count
- Accumulate wealth – reduce worries about money
- Integrate work and your life – you are on the planet only so long

**Additional items that are needed in terms of leadership training**

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