



WHAT YOU NEED TO LEAD™

WHAT YOU NEED TO LEAD is based upon proven Dimensional® skills needed to manage and lead to produce successful results.

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To lead in the 21st century, managers must work rapidly and effectively in today's diverse and challenging business world.

This new-generation workshop is focused on conveying proven skills, concepts, and techniques to new managers or managers with limited experience, using their real-life situations.

Learners do not practice managing hypothetical cases; they apply newly acquired skills to their own real-life situation by planning and practicing a real meeting they will have back on the job. Using a proven, structured format, they learn to conduct productive, one-on-one and team interactions that achieve results.

The real-life, problem-solving case approach of WHAT YOU NEED TO LEAD is based upon achieving measurable business results in the participants' world.

PERFORMANCE ADVANTAGES

This two-day, learn-by-doing workshop helps participants develop persuasive influencing and people skills that managers need to:

- Identify today's business challenges
- Structure successful meetings
- Communicate effectively
 - Work productively with a variety of employee behaviours
- Obtain committed performance from others
- Resolve issues in a positive way
- Coach others to improve their performance
- Lead and inspire others to achieve business goals
- Motivate by employing personal incentives.

ADAPTING TO DIVERSITY

Participants in WHAT YOU NEED TO LEAD learn to adapt their approach to meet the needs of a diverse workforce. The programme is not predicated upon working with the "average employee," who participants know does not exist.

HOW IT WORKS

WHAT YOU NEED TO LEAD features a new workshop design built around a tight integration of communication and motivation skills. These are organised around the Five-Step Meeting Format to span both a firm's business needs and employees' personal needs. Each element within the format is taught, then planned and practiced, rather than just explained.

Video demonstrations illustrate and amplify the programme's concepts, providing a model that participants use to base their plans for working more productively with others back on the job.

Training time is personalised by increasing the number of practices through the use of three-person teams.

During practice sessions, participants receive feedback from team members on how well they planned and conducted their real-life cases. They also receive recommendations on how to implement these suggestions to improve their on-the-job performance and achieve better results.

KEY LEARNING INSIGHTS

Participants learn to:

- *Size-up employees.* They identify their own behaviour and the behaviour of those they work with, using the Dimensional® Model of Behaviour™.
- *Structure a meeting.* Participants plan and organise meetings, using the Five-Step Format.
- *Communicate effectively.* They use probing, listening, and communication skills with others.
- *Manage resistance.* Participants use a process model to handle objections.
- *Use presentation and motivation skills.* Participants compose and present benefits to address the personal needs of others and to gain their commitment.
- *Use strategic planning skills.* They set attainable meeting objectives by customising strategies to meet employee needs.

(Over)



BUILT ON PROVEN PRINCIPLES

WHAT YOU NEED TO LEAD is built on Psychological Associates' success in interpersonal skills development for over 50 years. It has a strong foundation in behavioural science, based upon the Dimensional Model of Behaviour.

FOR MORE INFORMATION

WHAT YOU NEED TO LEAD can release the potential of your people to achieve your organisation's most critical objectives. To learn more, please contact Gerry or Ray at Polaris HR Ltd.

WHAT YOU NEED TO LEAD EXECUTIVE SUMMARY

Audience	New managers or managers with limited experience or formal training.
Purpose	To help employees lead and effectively manage employees to obtain commitment, increased productivity, and results.
Time	2 days.
Delivery	Live with PowerPoint, augmented by video demonstrations.
Schedule	Prewrite, workshop, on-the-job application.
Objectives	Participants learn to: <ul style="list-style-type: none">• Identify and understand their own and employees' behaviours• Adapt to work effectively with a variety of employee behaviours• Communicate ideas and obtain information more effectively• Plan, conduct, and evaluate meetings and interactions with others• Collaborate and gain trust.



Lead sooner. Succeed faster.