



LEADERSHIP

Skill Builder Series

GO – Get Started



LEARNING
POINT



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Learning Point Group
1-888-823-1646
www.learningpointgroup.com

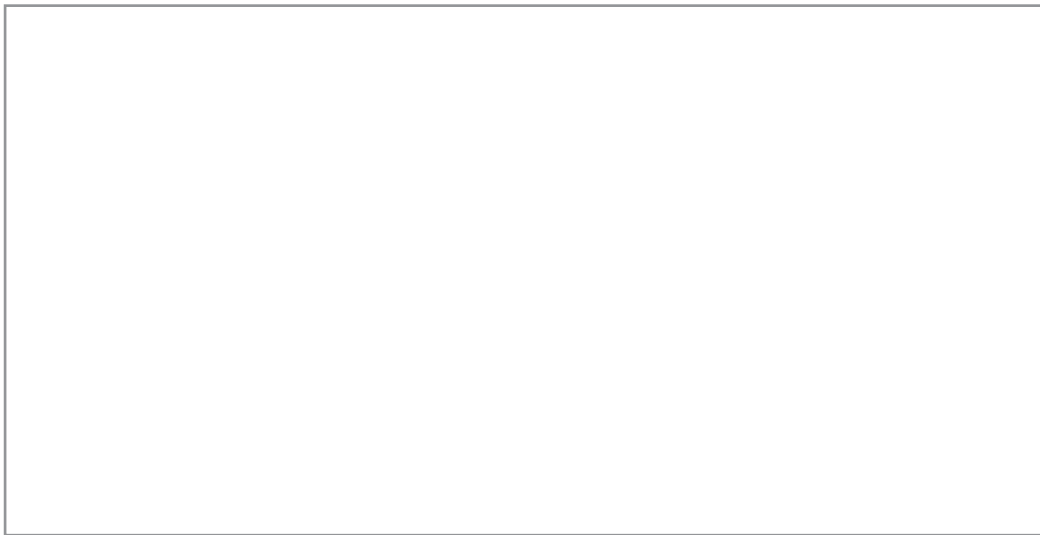
Agree or Disagree?

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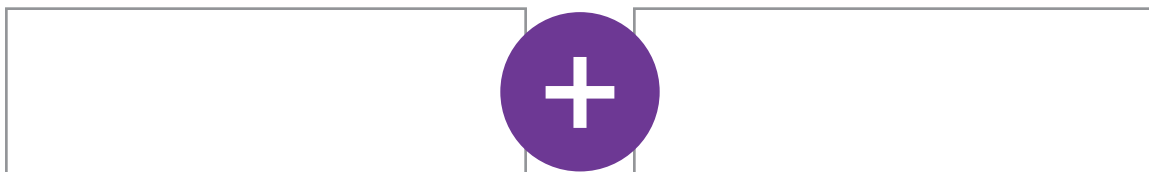
Agree

Disagree

Definition of **Leadership:**



Leadership =





What would a **10%** increase mean to you and your organization?

Leadership is a

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S1 SKILL 1: OWN YOUR ROLE

It all begins by taking ownership and accountability for your role as supervisor and workplace leader.

- Know your business.
- Know yourself.
- Know your people.
- Know expectations.
- Take ownership for your success.

S2 SKILL 2: BUILD RELATIONSHIPS

Workplace leadership happens in the context of relationships.

- Know what relationships matter most.
- Build trust in key relationships.
- Adjust your style and match your approach.
- Balance the needs of the relationship.
- Continually care for the relationship.

S3 SKILL 3: INTERACT WITH IMPACT

Every interaction is an opportunity to impact, positively or negatively, the capability and commitment of the people you lead.

- Set the stage for successful interaction.
- Engage others to ensure focused, respectful, and productive conversations.
- Always work to gain mutual understanding.
- Turn conversations into action and results.
- Follow-up on conversations to ensure success.

S4 SKILL 4: COACH FOR SUCCESS

Coaching is the craft of today's workplace leader. Your product should be the capacity of those you lead.

- Set the context for coaching.
- Clarify the goal and expectations.
- Observe the effort.
- Diagnose the need.
- Address the need.

S5 SKILL 5: BUILD YOUR TEAM

Most of us can identify teamwork when we see it, but what does it take to create it? What goes into building and sustaining a strong team?

- Create team identity.
- Foster team trust.
- Ensure team alignment.
- Facilitate team performance.
- Guide team transition.

S6 SKILL 6: LEAD CHANGE

Change requires leadership. Leadership requires change. Workplace leaders are to change what tread is to tires.

- Develop change readiness.
- Clearly define change when it occurs.
- Communicate clearly, collaboratively, and consistently during change.
- Help others deal with resistance to change.
- Make necessary change happen.

Learning Process

LEARN

DO

CHECK

COACH

FACILITATOR