

# Leading for Performance



When leaders perform, people perform—and when people perform, businesses succeed. Research indicates the greatest impact on employees' job performance and fulfillment is the quality of their working relationships and interactions with immediate managers. Poor leadership leads to ineffective management, low employee loyalty and retention, and, ultimately, poor organizational performance. Therefore, one of the keys to improving overall organizational performance is to ensure first-line and mid-level leaders have the leadership skills critical to building an engaged, high-performing workforce.

*Leading for Performance* (LFP) is a series of leadership effectiveness modules that provides first-line and mid-level managers, team leaders, and project managers with the skills and tools they need to create effective working relationships with others. Participants learn proven best practices for communication, team building, conflict resolution, coaching, goal setting, conflict management, problem-solving, and other vital leadership competencies that can drive performance and lead to a sustainable advantage for their organizations.

## Learning Approach

*Leading for Performance* is comprised of 11 practical, configurable instructor-led modules. The modules vary in length from one-half day to one day and can be delivered as discrete modules or as an integrated offering over time. This means participants need not be away from their jobs for extended periods.

This program can be taught by a Wilson Learning facilitator or by an organization's own leader-trained in-house professional.

This enables:

- Face-to-face interaction among participants and with the facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action

## Enabling Improved Performance

*Leading for Performance* includes various performance application, reinforcement, and support tools, such as job aid cards and planners. These tools ensure that participants can hone newly acquired skills and behaviors upon returning to work. Involving executive management and/or developing peer support groups early on, and training them to coach for improved performance, is important to the successful implementation of LFP modules.

## Measurement

Follow-up measurement options are available. Participants are encouraged to share planners with their managers to track skill application and performance improvement. This concrete feedback motivates participants to perform and acts as a blueprint for applying their newly learned skills.

## Evaluation

Wilson Learning will partner with your organization to measure the initial behavioral changes and business results. We will work with you to set up evaluation systems that help improve outcomes and sustain the momentum of your implementation.

| <b>Modules</b>   | <b>Outcome: Your Leaders Will Be Able To . . .</b>   |
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| <b>Coaching for Performance</b><br>(1 Day)                   | Apply coaching skills, concepts, and plans; effectively coach employees for improved performance   |
| <b>Coaching for Sales Performance</b><br>(1 Day)             | Apply coaching skills, concepts, and plans; effectively coach salespeople for improved performance   |
| <b>Communicating with Purpose</b><br>(1/2 Day)               | Achieve greater understanding, alignment, and action with employees and colleagues; communicate more effectively   |
| <b>Delegating with Confidence</b><br>(1/2 Day)               | Effectively entrust others with important tasks; maintain ultimate responsibility for the outcome; increase work group productivity and leadership effectiveness |
| <b>Managing Conflict</b><br>(1/2 Day)                        | Help people effectively manage conflict in a constructive way; reduce impact of conflicts on productivity  |
| <b>Managing Styles in Conflict</b><br>(1/2 Day)              | Improve interpersonal relationships and work group performance; respond appropriately to reduce back-up behaviors  |
| <b>Meeting Leadership Challenges</b><br>(1/2 Day)            | Recognize employees' leadership support needs; meet leadership challenges more effectively and constructively  |
| <b>Motivating for Results</b><br>(1/2 Day)                   | Effectively create the conditions that motivate employees; lead employees to put forth greater effort in their work  |
| <b>Reviewing Performance</b><br>(1/2 Day)                    | Write and conduct effective, constructive reviews with employees   |
| <b>Setting Goals for Success</b><br>(1/2 Day)                | Create goals for themselves and their associates; conduct effective joint goal-setting discussions   |
| <b>Working Styles: Dimensions of Social Style</b><br>(1 Day) | Understand and accept people's differences; use Social Style skills to work more effectively with others   |

**Continued**

This offering, like all others from Wilson Learning, can be customized to reflect your environment and business priorities and can be integrated with your processes.