

# Step Up to Leadership

One of the most common reasons people are promoted into leadership positions is because they were effective at what they did in their previous role. Now, as a team leader, their job has changed from doing to leading. Their role is to coach, develop, and sharpen their team to the next level of performance. Their success as a team leader depends on their ability to make the transition from doing to leading in order to leverage their skills and time.

In Step Up to Leadership, we help new team leaders become fearless. We sharpen their inner voice so they can use it with confidence to get the most out of their life and their work. Whether it's learning how to balance people and process, balance motivation and accountability, coaching for results, or handling conflict and negativity, Step Up to Leadership will develop your team leaders to take command of their roles and create a culture of teamwork within your organization.

These sessions address the topics of time management, delegation, performance appraisal techniques, holding others accountable, conflict resolution, and giving praise and appreciation.



# Three 1½ day sessions (total 12 hours):

## Session One:

1. Outstanding Leadership
  - Successfully incorporate leadership drivers and processes
  - Grow leadership styles and leadership potential
  - Create a daily plan to optimize time and tasks
2. Outstanding Communication
  - Develop your leadership communication skills
  - Utilize a collaborative approach to gain cooperation and influence
  - Effectively listen and respond to others

## Session Two:

1. Outstanding Coaching
  - Create a sense of direction for your team
  - Delegate, empower, and coach to achieve maximum results
  - Manage change proactively
2. Outstanding Performance Management
  - Use RAVE reviews as a tool for positive change
  - Create stretch goals to achieve results
  - Arouse enthusiasm in your team

## Session Three:

1. Outstanding Engagement
  - Redefine employee engagement from an employee perspective
  - Correlate levels of engagement to team success
  - Leverage techniques for creating and maintaining employee engagement
2. Outstanding Correction
  - Effectively handle mistakes using a human relations approach
  - Refer to the problem or situation in a professional way to more consistently retain valuable people and team empowerment
  - Maintain control by managing a reasonable, allowable margin of error



# Dale Carnegie™