

# Speaking Programs

## LEADERSHIP I: The Task Master

### Certification: L1-Task Master

Being a good leader and coach starts with a strong foundation of management skills, a good game plan, and personal confidence. Leadership Coaching I: Managing Effectively will provide both the new manager as well as the tenured manager with the strategies necessary to develop a stronger team and department.

#### Participants will learn:

- The essential qualities and characteristics of a true leader
- How to create a positive workplace environment and manage the “**negative**” players.
- How to manage former co-workers and employees with more experience than you.
- 4 common management mistakes to avoid.
- How to use an employee interview to motivate employees and help them to become top performers.
- The importance of a positive attitude when dealing with employees particularly when dealing with company changes.
- What employers look for when promoting and how to demonstrate this behavior.
- How to build assertiveness: 10 ways to project confidence through words and body language.
- A 5-step process for managing conflict.
- The 9-steps to gaining support and commitment in tackling an assignment.
- The 4 steps to dealing with the problem employee.
- The 9 steps in handling a specific problem situation.
- 5 steps to effective discipline and how to set up an improvement plan that holds employees accountable and encourages growth.
- 3 things to keep in mind on “**when**” and “**how**” to document.
- The 4 steps to effective performance appraisals.
- What to do if an employee fights the performance appraisal.
- The 7 key questions to ask yourself before firing an employee.
- The art of Progressive Delegation.
- How to deliver an e-mail in a positive way.
- How to deliver an e-mail message clearly, concisely, and make your point.