

LEADERSHIP FOR LEAD EMPLOYEES II

<p>Behavioral Expectations:</p> <ul style="list-style-type: none"> • Understand the role of the Team Leader in the coach and counseling process • Recognize reasons why people listen poorly • Utilize interaction skills when dealing with defensive behaviors • Plan, organize and conduct coach and counseling sessions for non performing team members • Provide positive feedback for improvement in team member performance or behavior • Effectively handle team member and management concerns 	<p>Module Outline:</p> <p>Prerequisites: Leadership for Lead I or equivalent experience Schedule: Four consecutive weekly sessions. Each session is 3 hours.</p> <p>This course is designed for the leader who has completed Leadership for Lead Employees I and is now ready for continued training on how to positively deal with situations that arise with their team members. Each participant will have the chance to follow a step process to lead an effective discussion that explains what the leader expects, getting the employee's ideas for improvement, and mutually agreeing on a specific action plan.</p> <p>Topics Covered:</p> <p>Improving Performance</p> <ul style="list-style-type: none"> • Discuss performance problems • Steps to handle performance problems positively • Techniques to handle defensive reactions <p>Improving Work Habits</p> <ul style="list-style-type: none"> • Techniques to handle difficult attitudes • Handling poor work habits positively <p>Maintaining Improvement</p> <ul style="list-style-type: none"> • Steps to increased motivation • Praising an employee for improvement <p>Handling Complaints</p> <ul style="list-style-type: none"> • Turn complaints into positive discussions <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. Learn how to coach and counsel employees in a non-defensive manner. 2. Build self-confidence by demonstrating skills learned. 3. Apply learned skills in the work environment.
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