



Leadership Fundamentals Single Day Overview



This six-hour training session provides participants with practical tools that can reduce conflict, improve team performance, and build trust amongst direct reports and peers.

During the session, participants will focus on the elements listed to the right and be able to do the following after the session:

- Recite the three elements of active listening
- Break down behavioral labels and pinpoint desired behaviors
- Recite the two core elements of the Ladder of Accountability
- Explain the Drama Triangle's three roles and how they pertain to conflict
- Utilize open-ended questions to diffuse conflict
- Recite the impact of antecedents and consequences on one's behavior
- Craft a practice conversation using the Event, Behaviors, Impact, and Way Forward method

WHAT WE COVER

LISTENING AND RESPONDING

Using the acknowledge, verify and repeat back method

BEHAVIOR OBSERVATION

Learning how to break down common behavioral labels

ACCOUNTABILITY

A focus on the ladder of accountability and how it impacts performance

CONFLICT MANAGEMENT

A focus on the drama triangle and how it leads to conflict

ADDRESSING BEHAVIORS

Pinpointing specific items to better reward or redirect when observed

FEEDBACK PRACTICE

Preparing a conversation they need to have with someone and practicing having the conversation

DEVELOPMENT GOAL SETTING

Identifying two things they will do after the training to apply the learnings

FINANCIAL ROI DERIVES FROM *MITIGATING* DISENGAGEMENT



SCENARIO BASED ON ONE EMPLOYEE:

- Disengaged employee salary: \$75,000
- Time to fill the position: 70 days
- Hiring Manager's salary: \$100,000
- Training days: 20 days
- Productivity ramp up: 60 days
- Time spent interviewing: 8 hours

Based on Gallup assessment of organizational loss



Cost of Disengagement



Cost of Replacement

NON-FINANCIAL ROI DERIVES FROM *ENABLING* THE FOLLOWING

- Personal and team accountability
- Knowledge transfer between key employees
- Team collaboration and integration
- A sense of personal value and inclusion

WE HELP MANUFACTURING COMPANIES BECOME MORE PROFITABLE & VALUABLE

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