

COURSE OVERVIEW

Coaching and Teambuilding Skills for Managers and Supervisors

OVERVIEW

Many of America's most successful companies are tossing out the traditional organizational hierarchy of one boss and many workers and successfully replacing it with highly motivated, empowered teams that save money and increase profits.

Most supervisors know that managing people is a lot like coaching a team. You've got to combine inspiration with motivation. Encourage cooperation while developing skills and leadership.

This course helps managers and supervisors develop the right knowledge and skills to perform a valuable function for your organization. They'll learn how to turn average workers into exceptional ones and how to turn conflict into opportunities. They'll learn what to do to move their team forward and get them consistently performing at their peak potential.

LEARNING OBJECTIVES

- Discuss strategies for developing a results-oriented team
- Identify how to reward employees without a costly incentive program
- Define coaching and teambuilding strategies and tactics that help employees to optimum achievement

- Recognize the skills and behaviors necessary for effective leadership
- Describe how to become a positive team leader who gets maximum results

COURSE HIGHLIGHTS

Put together a team that gets results

- Reasons why a team gets better results and the important differences between a team and a work group
- Secrets master coaches use to bring people together and build team spirit
- Complementary personality types that help make your team run smoothly
- Hire people who'll stick around when the going gets tough
- Rules to follow when you want your team to produce more
- Common characteristics of top-performing teams
- Ways to sell your organization to a job applicant you want
- Checklist for getting new employees off to a fast start
- Design an orientation process to help people understand how their jobs fit into the big picture

Inspire others to reach high and succeed

- Incentives to reward workers when raises are out of the question
- An eye-opening reason to make sure you are practicing favoritism
- Rewards workers love that you probably haven't considered
- Work with an overachiever without killing motivation
- Ways to bring absenteeism under control and raise productivity
- The 85/15 rule to eliminate mistakes by finding out the root causes of errors
- Common people problems teams encounter and how to break through them to confront the real issues
- Most common sources of team conflict and how to manage them
- Steps for keeping it under control when an angry confrontation seems unavoidable
- A blueprint to help your team creatively solve problems together
- When you hire a superstar: Get others to welcome the new worker without feeling threatened
- Laws you must break to build an effective team
- Learn to replace another boss gracefully and get the team to accept you as its leader
- Use your "third ear" to hear what your people are really telling you
- Questions that get honest answers when counseling a problem worker

COURSE OVERVIEW

Polish your leadership skills

- A simple method guaranteed to stop reverse delegation
- The secret to recognizing when your employees really are overworked
- Pinpoint weak spots where training would help your team
- Remove the single biggest obstacle that keeps training from benefiting workers
- Give feedback to team members
- Empowerment by delegation
- Steps to make a decision by consensus, so the whole team will back it
- Learn to discipline properly without fear of legal consequences
- Critical steps to make sure your discipline sticks
- Get employee buy-in to company goals
- The surprising disadvantage of focusing strictly on results
- Questions an effective action plan must address
- Reasons why performance reviews work
- Use exit interviews to identify and correct team problems
- A strategy to determine proper ownership and resolve the problem
- Steps to deal with obstacles and solve problems in a positive way

Meetings that trigger action

- Clarify your team's mission to ensure a project's success
- Basic types of meetings and how and when to effectively use each one
- Kinds of problems that should never be discussed in a meeting
- The "100-mile rule" is a surefire way to keep everyone's attention on the task at hand
- "Jamming" is an efficient way to run a productive meeting
- Strategies to get meetings off to a fast, productive start
- Keep meetings under control when one strong personality tends to dominate
- Ways to coax non-talkers to participate in meetings
- Overcome stubborn roadblocks to progress in meetings
- Appoint a gatekeeper and how that can make meetings more productive

Become a team leader famous for results

- Fatal flaws of failed coaches and how to recognize and avoid them
- Participative or authoritarian? Choose the management style that will get results
- The "onion patch" strategy and how to get the higher-ups to stand behind you
- Learn how to face your team after your boss criticizes you publicly
- A response that works without conflict when another manager is trying to steal your best worker
- Regain control quickly when you've been away from work
- Promote your ideas to top decision makers

- Sell your team on itself to build real pride and professionalism
- Understand office politics and learn the rules
- Make sure your team has a profitability mindset
- One dangerous pitfall of having a positive attitude toward your boss
- Ways to understand the organization's agenda and where your team fits in

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)