
Course Outline

- A Professional Development Program for Managers, Leaders, and Supervisors at all levels that identifies the vital concepts and skills necessary to maximize workgroup performance, productivity, and morale.
- Facilitated live online in eight three-hour sessions, once per week.
- The program is a combination of facilitated content, participatory learning activities, case study exploration, discussion, and video-based discovery.
- The foundational elements consist of:
 - A Self-Assessment of leadership behaviors, skills, and attributes, establishing a benchmark against nationally recognized metrics from which to build a blueprint for development.
 - A Statistical Analysis of employee productivity data points.
 - Identification of current, real-time management issues of participants.
- The curriculum is then structured into the identification and explanation of the 16 Generally Accepted Vital Concepts of Leadership, exploring common pitfalls and specific actionable tools for each.
- Workbook & assessments provided; note-taking strongly encouraged.
- Opportunity provided for in-depth discussion of participants' specific example issues to illustrate the practical application of the concepts.
- ***This is our signature Leadership Development Program deployed for thousands of managers in organizations large and small nationwide.***

1. **Business Physics** – Identifying the critical data points and the prerequisite steps necessary in order to get staff-members to take ownership of their tasks and accept and embrace responsibility for their own performance.
 - a. What do all great leaders know about the boss/employee relationship?
 - b. The 4 crucial areas that highly effective leaders start with.
 - c. What is leadership? What is management? What is the difference?
2. **4 House Management theory** – Discovering the 4 primary areas of focus for the leader and learning to identify, manage, and balance these competing elements of organizational leadership.
 - a. Identifying the most frequently overlooked area of focus in business.
 - b. Learning how one of the most successful companies in American business history has achieved remarkable growth by focusing specifically on that overlooked area.
3. **Poker in Business** – Learning to effectively identify and manage the priorities of the manager/boss/leader.
 - a. Discover a powerful system for significantly better management of tasks, activities, and time
 - b. Learn from one of America's foremost business minds the four vital skills for improving execution and performance as a leader
4. **F&V** – The behavioral analysis process for dramatically increasing the effectiveness of leadership & management relationships with staff.
 - a. How to significantly improve one's Performance Potential.
5. **Social Learning Theory** - The incontrovertible prerequisite to the effective management of people.
 - a. How to establish more powerful credibility and greater positional leverage.
 - b. The Four leadership traps to avoid at all costs.
 - c. What does 'leading by example' mean?
6. **Propulsion Theory** – What causes people to move forward...or not?
 - a. What is motivation?
 - b. Can you really motivate others?
 - c. What do employees want, anyway?
 - d. How does a leader energize staff?
7. **The Chemistry Factor** – Unraveling the biochemical mysteries of employees' behavior and motivation.
 - a. What really drives employees' actions?
 - b. Can you as a leader impact that driver? If so, how?
 - c. Learn how to create receptivity to input in your staff.

8. **Employee Engagement** – Learn the most effective approach for getting employees to be more fully engaged with their work.
9. **Algebra in Leadership** –How great organizations bring about development and growth with their people.
 - a. What is the primary job of the manager-supervisor-leader?
 - b. Learn the systems the great companies have put into place in order to achieve such extraordinary levels of sustained success.
10. **Pygmalion Management** – The most-often-overlooked key ingredient to managing performance and productivity, from Harvard Business School.
 - a. Statistical analysis of the labor pool.
 - b. Study the powerful and compelling research from Harvard Business School regarding management.
11. **The Triquation Process** – How to manage for productivity improvement.
 - a. Explore how one of the most successful companies in business squeezes significantly more productivity out of its employees.
12. **Creating Self-Discovery** – The critical first step in employee development.
 - a. Learn an easy-to-master skillset for leaders.
 - b. Discover how employee growth really happens.
 - c. Learn how to establish control with discretion.
13. **The Law of The Cheetah** – Find out why employees don't do their job.
 - a. Understanding the root of 50% of employee performance issues.
 - b. Discover a specific tool to dramatically improve productivity
14. **Inertia, Entropy, & PSP** – Root cause analysis on employee issues.
 - a. Can people change? If so, how?
 - b. How to finally overcome performance and productivity problems.
 - c. A practical operating system for delegation and accountability.
15. **Curing Management Frustration** - The single element that distinguishes great leaders from average bosses.
 - a. 3 Steps to get employees to execute tasks better.
 - b. A powerful training model used by the best organizations in the world.
 - c. Dealing effectively with employee issues and providing constructive performance conversations.
16. **Niagara Falls** – The fascinating, hidden secret of highly effective leaders.

Learning Outcomes

Upon completion of the program, participants will have learned:

- A statistical analysis of employee performance issues and their root causes.
- The impact of workgroup culture on performance and how to manage it.
- How to identify and manage leadership priorities.
- A comprehensive understanding of the quadrant theory of human behavior – understanding the workplace behavior of self and others.
- How to manage the credibility of the leader.
- A deep understanding of employee motivation.
- How emotion and logic fit together to drive employee performance and behavior.
- How the effective leader sees, engages, and teaches staff.
- How to use neuroscience to enhance employee engagement and learning.
- Understanding the connection between employee engagement and customer experience.
- How to create powerful guided self-discovery with employees.
- Why employees don't meet expectations and how to manage through that.
- How to deal with performance and behavior challenges.
- A proven training model that works.
- The six basic functions of the supervisor.
- How to create more productive energy within the leader's AOR.