

Leadership in The New Reality™ Workshop

Leadership is different today. Engaging associates is paramount to company success in this constantly changing environment. Tapping into the intellect, creativity, and innovation of every associate to create ever better outcomes for customers is a prime responsibility of leaders. This requires a New Reality set of leadership competencies.

Grounded in The New Reality of complex, continuous and tumultuous change, this workshop redefines leadership today. Dialog, engagement, and associate-led problem solving are essential for the success of any team, department, or division. Leaders then need to be able to communicate differently, focus on engagement, and create the time and space for associates to solve customer problems at the point of the problem.

Delivery Format

GENERALLY 3 HOURS BUT CAN ALSO BE:

customized for any event, meeting, agenda, or set of objectives.

Workshop Outline

- New Reality refresh
- Application update
- Leadership in The New Reality redefined
- Action planning.

OBJECTIVES

Participants will learn:

- Redefine performance for their teams
- Redefine leadership for themselves
- Rewrite the rules for today's new game
- Communicate appropriately based on where people are in the change process
- Increase associate engagement
- Drive problem solving lower in the organization
- Encourage design behavior
- Coach default behavior
- Eliminate defiant behavior
- Incorporate rewards and consequences into decision making