



# Bottom-Line Leadership<sup>®</sup> of Leaders

## f a c t s h e e t

### Objective:

A "hands-on" workshop for those who lead other leaders. Participants learn how to manage a multi-department, multi-product organization; select, develop, delegate to and lead subordinate managers to help them improve productivity, quality, customer service and profit. Combines the best of a computerized business game and a leadership workshop with immediate feedback on results.

Features a rich, **detailed Computer Simulation** of a business segment with five departments and their managers; numerous ethnically diverse employees, workstations, production rates, errors, service measures, backlogs, costs, crises and decisions. Instead of fighting fires, participants learn to see the "big picture" and be proactive; understand how productivity, quality and costs are tied together and how to use electronic tools to forecast work volumes and plan capacity to staff lean multiple units with varying input volumes. They learn the impact of managers and supervisors on customer service, productivity, quality and staff morale. They learn to manage change and delegate. Compresses 6 months of middle management experience into 3 days!

Participants then learn and practice critical business tools and leadership techniques. They work and learn in a business team, to lead the simulated managers and departments, as well as their live teammates. They learn to make trade-off decisions to achieve customer and management targets. The computer then analyzes decisions and provides immediate feedback on results, so participants learn from the consequences of their own decisions. Daily team presentations on objectives, strategies and results ensure lessons learned are shared. The Bottom-Line Tool-Kit and customized Post-Graduate assignments ensure immediate applications back on the job.

### Key Learning Points:

- \* **Leadership** - Identify competencies and qualities of effective leaders; select, develop, delegate to and lead multiple managers and supervisors/team leaders
- \* **Business Literacy** - Manage an operating area as a business; identify profit drivers, forecast and budget to successfully run a business
- \* **Productivity** - Get more quality work done with less people, lower unit cost
- \* **Customer Service** - Focus your managers on meeting customer commitments; avoid penalties and losing customers
- \* **Quality** - Focus on measuring and tracking errors, rework and quality
- \* **Market Share** - Identify impact of your managers that grow or depress market share; increase customer service and quality
- \* **Leading Change** - Plan and implement major changes
- \* **New Product Introduction** - Staff and equip your organization for new products; manage in a multi-product environment
- \* **Managing the On-Going Business** - Keep existing operations and logistics going while introducing new product
- \* **Staff Planning** - Determine head count, staff mix, succession planning
- \* **Decision Making** - Trade-off decisions, strategic vs. tactical
- \* **Manage the Defense** - Reduce costs, headcount, overtime, and unit cost

### Recommended for:

For leaders of multiple managers/supervisors in any area of business. Those who manage multiple departments and or multiple products.

**Length:** 3 days

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