



Bottom-Line Supervisory/Team Leadership Fact Sheet

Lead Person

Level I: Coaching

Curriculum Overview:

Unlike all other learning for leaders, this three level curriculum is designed to integrate key soft skills with hard performance tools and metrics, at each level, to give leaders the ability and confidence to lead teams in today's intensely competitive, cost-conscious global marketplace. Covers one of the four leadership roles: **#1 Productivity Manager**, **#2 People/Team Leader**, **#3 Human Resources/Legal Policy Administrator**, **#4 Decision Maker**.

Taught at three levels, participants learn in live teams making decisions for simulated people in a virtual team to improve performance, service, quality, and profitability. They learn four ways: from facilitator, computer simulation, team-mates, and other teams. Learning takes place in a simulated environment with immediate feedback on results. Electronic tools are taught and practiced in class—to take back and apply on the job via customized application process.

Level I Objectives:

Level I is a “hands-on” learning experience integrating soft skills with hard performance metrics as they occur in business. The first half-day focuses on how to identify and use job analysis techniques to apply performance standards, identify relevant skills, conduct skill gap analysis, and manage performance against standards. The second-half day actually teaches the critical soft skills of coaching and giving feedback. Participants learn to apply a five-step model to coach others and give constructive feedback to increase job performance. Features action learning exercises where participants apply tools and practice ‘soft skills’: how to coach and give constructive feedback with scoring and immediate feedback on results.

Key Learning Points:

Hard Skills

- Analyze jobs/tasks
- Know standards of performance
- Measure performance - know skills, skill ratings
- Know “Why people do NOT perform”
- Hand-out work assignments

Soft Skills

- Make transition from staffer to supervisor — even in the same team
- Provide timely and constructive feedback
- Determine how to guide each individual to improve performance
- Demonstrate/model desired behaviors
- Recognize progress and shape continuous improvement

Recommended For:

Individual contributors transitioning from solo performer to a leadership position for the first time in any area of the business. Also for everyone, at any level, who needs to learn how to coach others and give constructive feedback.

Length: 1 day

FS#331 v9-21-07