

Equip Managers with Skills & Behaviors to Motivate & Lead

50% of employees have left a job solely to escape their manager¹. Fewer than 1/3 of managers display the ability to perform well with listening, responding with empathy, building trust and providing support without removing responsibility². And these are critical to learn in the New Manager transition.

Investing in a new manager's success will **reap long term benefits and save painful costs**. Managers that fail to learn these critical leadership skills result in a **high cost and low morale**.



SFLC Sticky Model: *Embedding the learning*

We're passionate about creating great leaders. Our programs are developed using our unique "Sticky Model" which focuses on strategies to embed the new skills and behaviors. We want them to put the learning into action and become a leader that others want to follow.

"I would definitely recommend this program to other managers. Leadership and management deficiencies can be devastating to culture and to growing a business. Both Suzann and the cast of coaches have provided my direct reports with a much larger toolbox. Further, they have expanded their focus on the intangibles of leadership. Things like communication, perception, etc. now are common in their vocabulary, that is probably the most important gift that they were given."

-Greg (Manager)



Why they Work

- ✓ **Customized programs** are based on your company's unique challenges and aligns with your business goals.
- ✓ **Key assessments** zero in on strengths and opportunities for development, while providing insights to increase self-awareness.
- ✓ **1:1 coaching** personalizes the learning, identifies hidden derailers and opportunities participants can't leverage from their own perspective.
- ✓ **Practical exercises** motivate and actively involve participants, which more deeply cements the learning.
- ✓ **Behavior change** is accelerated by practicing and applying skills and concepts to their specific challenges right away.
- ✓ **Cross-functional relationships** and leader peer groups are developed, leading to more collaborative problem solving across the organization.
- ✓ **Management support** is integrated into the program so they receive honest, meaningful feedback, adding another layer of accountability.
- ✓ **Goals and Action Plans** make learning actionable and measurable.

Sources: 1. Gallup *The State of the American Manager: Analytics and Advice for Leaders* report. 2. DDI's 2011 *Global Leadership Forecast*.



How they Work

10 Group Lessons &
2 Living Labs
(2.5 hrs monthly)

10 One-to-One
Leadership Coaching
Sessions

Customized
development plan
for each participant

DISC & other
assessment(s) as
needed

Reading assignments,
TED videos, etc. support
learning between
lessons

Who Should Participate?

- ✓ All participants need to be open to & able to commit 1-2 hours per week to the training, exercises & coaching
- ✓ Participants need to have a manager that will support their learning by giving feedback & regular check-ins on goals



EMERGING LEADER

- ✓ First time manager or has been in management position without sufficient training

TOPICS

- ▾ SERVANT LEADERSHIP
- ▾ COMMUNICATION SKILLS
- ▾ SELF-AWARENESS
- ▾ STRATEGIC THINKING/BUSINESS ACUMEN
- ▾ MANAGEMENT VS. LEADERSHIP
- ▾ LEADING CHANGE
- ▾ DIFFICULT CONVERSATIONS
- ▾ TIME MANAGEMENT
- ▾ 2 LIVING LABS



ADVANCED LEADER

- ✓ Has been a manager with some training, has experience and is ready to take on more advanced leadership development

TOPICS

- ▾ BEING THE BOSS: SELF
- ▾ STRATEGIC PLANNING & EXECUTION
- ▾ DIFFICULT CONVERSATIONS
- ▾ BEING THE BOSS: NETWORK
- ▾ LEADING OTHERS THROUGH CHANGE
- ▾ BEING THE BOSS: TEAM
- ▾ MANAGING TEAM PERFORMANCE/ACCOUNTABILITY
- ▾ PRESENTATION SKILLS/PERSONAL BRAND
- ▾ 2 LIVING LABS

"I stop and think before I do anything – I consider how it affects others."

-Dawn (Participant)

"It's one thing to learn the theories but to actually talk real-life examples you can come up with actionable solutions that can help you and others...now."

-Christine (Participant)



Impact of Training: Comments from Participants

- *I recognized it's my job to lead my team through difficult situations and how to do this.*
- *The Difficult Conversations methods I learned allowed me to have more human, honest conversations.*
- *By giving my team tools to make decisions, they feel more confident & happier because they're trusted & valued. And our team is more productive.*
- *My coach helped me be more empathetic, listen and let people know I understand where they're coming from...and if I don't, ask them to tell me more.*