



READY, AAIM, LEAD!

Being a new people leader is one of the toughest career challenges one can face. Instead of just focusing on their personal workload, new and future managers must be able to lead a team of individuals to maximum productivity. This requires an understanding of the expectations that others have of them, balancing operational and employee demands, establishing personal credibility and authority, and creating a productive environment.

READY, AAIM, LEAD is a rigorous 6 Day program designed to teach new managers the skills to prepare them to be future leaders in their organization. This new program combines classroom training, a personalized DiSC® Assessment, and on-the-job assignments for a comprehensive understanding of how to be an effective leader in today's modern world.

This course will be scheduled for six consecutive weeks to accelerate the readiness of your high-potential new and future leaders. At the conclusion of the 6-week program, participants will receive a certificate of completion and complete a touch base with the instructor 30 days after the final class. By successfully completing this course, participants will also be invited to participate in quarterly roundtable networking sessions as an ongoing development opportunity.

Day 1 – Defining Your Organizational & Leadership Role

- Supervising, Managing & Leading
- What Management and Employees Expect
- Establishing and Aligning Goals & Objectives
- Managing Your Commitments
- Making the Transition from Peer to Leader
- Assessing How Your People View You
- Four Leadership Styles – There's More Than One Way to Lead
- Creating a Productive Work Unit Environment
- Pre-Work for Day 2 - Personality strengths assessment

Day 2 - Communicating for Leadership Success

- What it Takes to Communicate Like a Leader
- Essential Leadership Communication Skills
- Analyzing Your Personal DiSC® Assessment
- Recognize the strengths and weaknesses of your personal communication style
- Identify the communication style of others and how it impacts their ability to “hear you”
- Compose your messages to match your listeners' information needs
- Give and receive feedback respectfully and assertively
- Flexing Your Style to Communicate Better
- Running Effective Meetings
- Getting People to Read and Act on Your Emails
- Pre-Work for Day 3 - Coaching worksheet

Missouri

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Day 3 - Coaching & Managing for Better Performance

- What Coaching Is (and is not)
- Coaching Continuum - Informal to Formal
- Assessing Employee Performance and Coaching Needs
- General Coaching Strategies
- Delivering Meaningful Feedback
- Your Coaching Skill Self-Assessment and Action Plan for Increased Effectiveness
- Discipline & Documentation
- Pre-work for Day 4 – Prepare a Coaching Plan

Day 4 (a.m.) – Effective Appraisals & Performance Management

- Day 3 Review Individual Coaching Plans
- Performance Appraisals – Friend or Enemy?
- How to Make the Most of the Performance Appraisal Process
- Tips & Techniques for Preparing, Writing & Conducting Appraisals
- Handling the Difficult Performance Appraisal

Day 4 (p.m.) – Interviewing for Employee Selection & Succession Planning

- Benefits of Behavioral Interviewing
- Three Steps to Conducting a Productive Interview
- Know What You Want
- Get the Information You Need
- Know How to Decide

Day 5 (a.m.) – Delegation and Empowerment

- What It Means to Effectively Delegate
- To Whom Should You Delegate?
- Sources of Power for Influencing Others
- Clear Task Assignments
- Four Easy Pieces of the Delegation Process
- Common Mistakes to Avoid
- Self-Assessment & Action Plan for Increased Effectiveness

Day 5 (p.m.) – Dealing with Conflict

- Causes, Costs and Benefits of Conflict
- Warning Signs and Triggers of Escalating Conflict
- Controlling Your Emotions and Behavior
- The Power of Your Positive Attitude
- Defusing Anger and Calming People Down

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Day 5 (p.m.) – Dealing with Conflict (Continued)

- Five Conflict Resolution Choices
- Mediating Conflict
- Helping to Prevent Violence in the Workplace

Day 6 (a.m.) – Leading Change

- Business Impact of Change
- Overcoming Resistance to Change
- Guiding Your Team Through Three Phases of Change
- Knowledge Check - “Change Pursuit” Game

Day 6 (p.m.) – Building Teamwork

- How Teams Develop
- Assess Your Team’s Current Stage of Development
- A Clear, Practical Guide to Improving Your Team
- Breaking Down Silos
- Practice Working Together: “Moon Survival”

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