



# Lead Smart Essentials

The most important skills every leader needs to succeed

TRAINING PLUS DEVELOPMENT SESSION

“ If your actions inspire others to dream more, learn more, do more, and become more, you are a leader. ”

— John Quincy Adams

Are your leaders and managers equipped to manage your company's most valuable asset — your people?

The simple goal for Lead Smart Essentials is to teach participants a thorough understanding of the critical skills identified by research as essential to effectively manage people. Most individuals in management roles may learn some of these skills through experience, over time. This workshop is designed to expedite the learning and growth process for any leader with a supervisor role or for those in a development process with aspirations for a leadership role.

#### The essential skills this workshop covers:

- **Communication Styles** - Understanding your unique communications style and how it fits with the styles of the people you lead.
- **Situational Leadership** - Because every person and each situation are different, know how and when to lead differently with confidence.
- **Performance Coaching** - Great leadership and coaching skills go hand in hand and are the best way to ensure high performance.
- **Accountability** - Leveraging behavioral tendencies and the role of accountability in effectively managing people.
- **Interpersonal Communications** - Best practices and techniques of great communication with individuals and your team.
- **Active Listening** - Critical communication barriers and specific techniques to effectively listen and understand.
- **Feedback and Recognition** - The power of feedback and recognition and the strategies for delivering them to those you lead.
- **Navigating Resistance** - Leadership is hardest when facing and overcoming resistance and change with the people you lead.
- **Performance Reviews** - Turn the least favorite activity of 90% of managers into a positive experience and powerful growth tool.



#### Participants will learn to:

- Have difficult conversations that lead to change.
- Coach for behavior, conduct, and performance improvement
- Communicate respectfully and professionally.
- Give appropriate praise and recognition feedback.
- Handle employee resistance and lead in challenging circumstances.

#### JASON YOUNG

##### Speaker and Facilitator



Jason Young has been called a “rare breed” when it comes to developing leaders, teams and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company's innovative training programs for its successful leadership and customer service culture that have become renowned in the business world today. Jason captured his philosophy of creating high performance cultures in his popular book, *The Culturetopia Effect* and extends the fine art of exemplary customer service in his newest book, *Servicetopia*.