

*Make the Leap from
Management to Leadership!
The People Side*



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This unique ½ day workshop is not a typical skills development course! It will help you recognize the significant differences between managers and great leaders, and then help you to put those differences to work for yourself and your teams. Receive valuable tips, techniques and methods that will help bring out the leader within you!

I. Management vs Leadership:

- ✚ What are the differences between “managing” and “leading”?
- ✚ What are some of the Leadership myths?

II. Be More Effective with “The Platinum Rule”, than “The Golden Rule!”

- ✚ Styles in the Workplace - What’s yours?
- ✚ How can you “Flex your style” to be more effective with others?

III. 360° Leadership

- ✚ Manage Upward, downward and sideways. They’re all different!
- ✚ How can you make the time to be more strategic?
- ✚ “From Pain to Polish” -eliminate your fear of public speaking

IV. The Leader as Coach

- ✚ Help your people grow and develop.
- ✚ Active Inquiry
- ✚ Learn how to be a supportive, effective and communicative boss.

V. How to say “No” by saying “Yes”!

- ✚ Improve your Customer Service

VI. “BRAG – The Art of Tooting your Horn without Blowing it!”

- ✚ Promote your services, your team, yourself and the value of your department!

VII. “Love’em or Lose’em!”

- ✚ Attract and Retain strong employees
- ✚ “Push vs. Pull” – motivating and inspiring employees - Make them follow you because they want to, not because they have to!
- ✚ Remote Management - Challenges and Best Practices

Some Clients’ Companies: Countrywide Financial, IBM, Warner Bros. DIRECTV, Trader Joe, CSC, Mattel, E! Entertainment, Fox Filmed Entertainment, NewsCorp, Harper Collins, The History Book Club, Grolier, Vivendi, Universal, The Guitar Center, Bank Leumi, The County of Orange, ABC News, TelePacific Communications, Southern California Broadcasters Association, First American Corp., Sabre Airline Solutions, Quest Diagnostic Labs, CB Richard Ellis, Kaiser Permanente, Al Mann Biomedical Engineering.....