

Lead to Succeed: Skills Building Workshop Training Outline

Brief Description: In this highly interactive course, participants will learn to partner with team members to create stronger relationships and build more effective teams. Participants will also leverage a combination of soft skills and coaching methods to learn to give support and direction to others.

Day 1: Key Objectives:

Participants will be able to:

- Compare and contrast effective and ineffective mentoring and leadership behaviors and identify areas for improvement
- Explain the 5 levels of leadership
- Identify and apply effective rapport building techniques
- Review process for setting clear expectations and practice those behaviors

TOPICS	Process	Outcomes
Welcome		
Introductions	Flip chart activity in small groups, debrief	Participants will learn about each other and transition to the topic of mentoring.
Agenda and Objectives	Lecture	Participants will understand key learning objectives and expectations for the workshop.
Temperature Check	Large group activity	Participants will be introduced to the levels of experiences in the class
Self-Reflection		
Best/Worst Behaviors of a Mentor/Manager	Flip chart activity in small groups Best/Worst Behavior Video Large group activity	Participants will: <ul style="list-style-type: none"> • Share best/worst behaviors and experiences and discuss impacts • Self-reflect on own behaviors and areas of improvement
Introduction to Leadership	5 Levels of Leadership Video and Handout	Participants will learn about different levels of leadership and determine their levels. Opportunity for note taking, and follow up with discussion
Building Rapport	Handout and debrief Pairs activity	Participants will understand the importance of building rapport to establish trust and relationships
Establishing Relationships		
Setting Expectations	Handout and debrief Role play in pairs	Participants will: <ul style="list-style-type: none"> • Learn when to set expectations and why to set expectations • Develop a rapport building script
End of Day / Wrap-up		
Reflections	Group discussion	Participants will debrief on the day's lessons and activities and share take-aways

Day 2: Key Objectives:

Participants will be able to:

- Identify and apply directive and supportive behaviors to help elevate employee performance
- Describe and utilize effective coaching strategies to address performance challenges
- Explore effective communication and delegation strategies
- Explain and apply conflict resolution steps to address conduct issues
- Understand the importance of documentation, and identify best practices

TOPICS	Process	Outcomes
Welcome		
Welcome and Review	Lecture	Participants will revisit topics from the previous day as review and look at current day's agenda
Coaching		
Directive and Supportive Behaviors	Flip chart activity in small groups Lecture with slides Large group activity Role play in pairs	Participants will: <ul style="list-style-type: none">• Define and discuss directive and supportive behaviors• Evaluate own behaviors and experiences and share with class• Utilize pre-written scenarios to practice new skills and share feedback
Introduction to Coaching	Video with handout Debrief in small groups	Participants will learn about basic coaching techniques and discuss take-aways and best practices
Coaching Skills Practice	Role Play in small groups	Participants will: <ul style="list-style-type: none">• Use pre-written scenarios to practice coaching skills• Observe and give feedback on a coaching conversations
Documentation		
Documenting Conduct and Performance	Video with handout Debrief in small groups Documentation log activity	Participants will: <ul style="list-style-type: none">• Learn about the importance of documentation and best practices• Practice documenting occurrences using previous scenarios
Time Management		
Delegation and Time Management	Group discussion with handout Group activity	Participants will: <ul style="list-style-type: none">• Discuss the reasons behind delegation and time management• Review a list of responsibilities and decide which can be delegated
End of Day / Wrap-up		
Summary Review	Group discussion	Participants will identify most valuable and most helpful learnings from both sessions