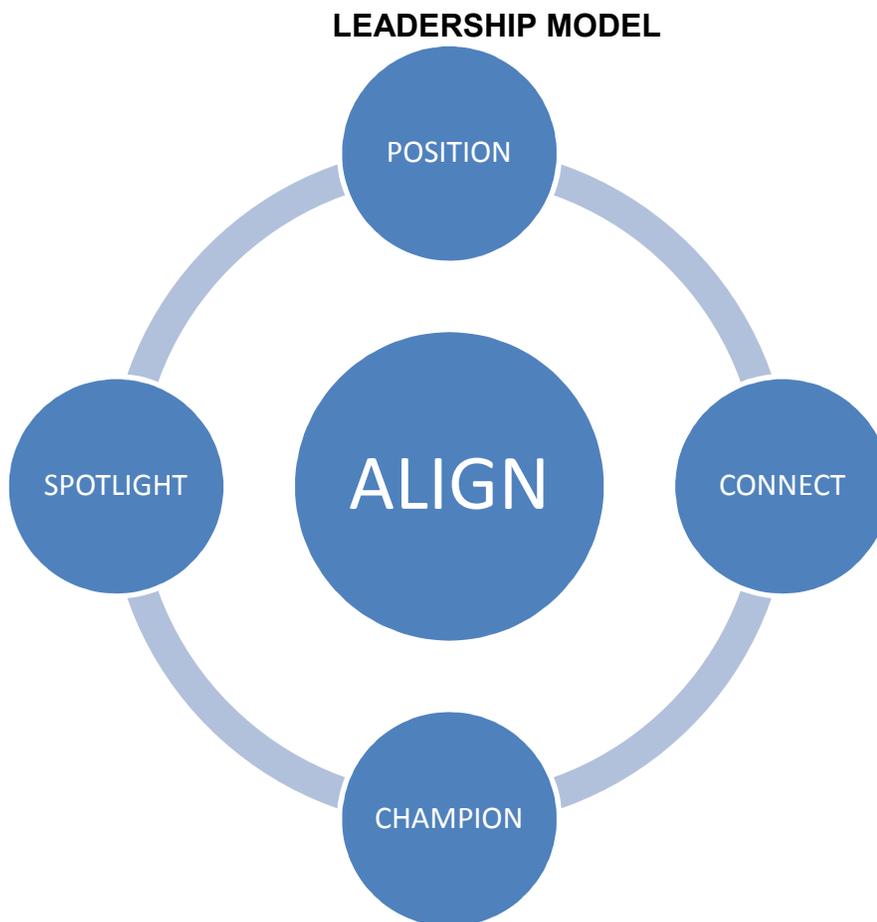


## *Leading for RESULTS In TURBULENT Times*

Change is occurring today at a blazing pace leaving leaders and employees unprepared and struggling to produce appropriate results. Leaders today are faced with the alarming challenge of improving performance and profitability while at the same time driving rapid change throughout their organization. Employee morale is at an all time low and customers have grown increasingly fickle, picky and vocal! Leaders and organizations today need new skills, tools and perspectives to build and sustain organizations that can thrive in the new normal.

The session begins with a quick scan of the current business landscape to develop understanding and a self assessment of current leadership skills. Participants will learn an execution formula that includes new skills and tools to drive high performance, increase employee engagement and improve accountability.

This hard hitting, practical and highly interactive workshop utilizes a new leadership model that will enhance leader effectiveness in today's turbulent business climate. This model was developed utilizing Mr. Patterson's 35 years of extensive leadership experience in the military, public and private business sectors as well as his ongoing work as a consultant and executive coach to senior leaders in a broad array of industries.



*Leading for RESULTS  
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**Program Objectives**

As a result of the program, you will:

- ★ Develop an in-depth understanding of the demands on leaders in the new economic reality and what leaders must do to drive business growth.
- ★ Gain new approaches to increase accountability, employee passion, and foster the affirming, productive work climate necessary to drive employee engagement as well as business growth in turbulent times
- ★ Discover how to overcome the impact of the “Great recession – depression” mindset on employees
- ★ Appreciate how customers and employees have changed and the effect of those changes on leaders
- ★ Enhance the skill of connecting with associates through 3 personal connection tools and learn how to build trust during turbulent times
- ★ Learn new insights for driving outstanding results with a 5 step performance management process and how to master challenging conversations with employees
- ★ Improve skills needed to create a culture and work environment for prospering in a “do more with less” work climate
- ★ Appreciate the link between affirmation, recognition and driving high performance.

# *Leading for RESULTS*

## *In TURBULENT Times*

### **Program Outline\***

#### **Welcome**

- ★ Housekeeping/Introduction
- ★ Objectives of the session—The new NOW - new eyes (perspectives) and new skills (competences)
- ★ How to make this workshop work for you (be an assertive learner)

#### **Building A Foundation for Managing Rapid Change**

- ★ The NOW versus the OLD
- ★ The Basics of Change Management
- ★ How the Great Recession has changed Employees
- ★ How the Great Recession has changed Customers
- ★ Leadership Self Assessment
- ★ Climate Setting Exercise: Qualities/Characteristics of Great Leaders in Rapidly Changing Times
- ★ Elements of the Leadership for Results Model

#### **POSITION**

- ★ Attitude as a determinant of Success
- ★ Why Attitude MUST lead in times of Rapid Change
- ★ Conquering the Recession Depression Mindset
- ★ Breaking Though Patterns that Inhibit Change
- ★ Renewing/ Revitalizing Leader & Employee Spirit
- ★ Power Ball Case Study

#### **CONNECT**

- ★ The Impact of Social Media and Technology
- ★ The Case for Personal Connections
- ★ Three Key Tools for Connection
- ★ Building Trust in Turbulent Times
- ★ Best Practices of Leaders who Connect
- ★ Mini Case: The Anthropologist's challenge

#### **ALIGN**

- ★ 5 Step Performance Management Process for Results
- ★ Effective Steps to Working Smarter NOT Harder
- ★ Leadership Courage
- ★ Driving Results via Feedback
- ★ Mastering Challenging Conversations
- ★ Leading for Growth and Accountability
- ★ Case Study/ Tool Application

## *Leading for RESULTS In TURBULENT Times*

### **CHAMPION**

- ★ 4 Key Tools for Inspiring and Energizing Your Work Force -Animation, Appreciation, Affirmation & Advocate
- ★ Rewarding High performance - Recognition Programs that Work!
- ★ Implementing Empowerment as Responsible Freedom
- ★ Effective Partnering Across the Organization
- ★ Exercise – The Taxi Cab experiment

### **SPOTLIGHT**

- ★ Customers Want + Employees Needs for leaders
- ★ Effective Visioning in an Unpredictable World
- ★ Effective tools for managing the “Do more with less” mentality
- ★ Creating the Culture and The Work Environment for Success Today
- ★ Exercise – Turbulent Times Culture Challenge

### **Program Conclusion**

- ★ Leadership Self Assessment Review
- ★ Action Planning – Steps to Making it Real and Contracting for Change
- ★ Leading for Results in Turbulent Times Tool Box

*\* At the conclusion of each of the five leadership elements there will be the opportunity for participants to complete action-planning in the workbook regarding the specific actions the participant plans to take to improve their leadership in the future.*