

Leadership Connections: *Engaging Performance*™



**Resource
Development
Systems LLC**

A Management Development Process

Managing the Human Side of Business™

Our research tells us that the single most important determinant of individual performance is a person's relationship with his or her immediate manager. Without a robust relationship with a manager who sets clear expectations, knows you, trusts you and invests in you, you are less likely to stay and perform.

**From "Now, Discover Your Strengths"
Marcus Buckingham & Donald O. Clifton
The Gallup Organization**

Having effective managers who can lead and engage their employees is critical to the success of any organization. But the current research is clear; too many organizations fail at turning their managers into effective leaders, and too many organizations fail at engaging their employees. ***This results in a tremendous blow to the bottom line.*** If organizations could increase the effectiveness of their managers, *they could increase their organization's potential dramatically!*

Many organizations are scrambling to place their managers in all sorts of development programs. These range from 1 and 2 day events, to sending them off for a full week of training. The problem with both of these approaches is that they try to deliver too much information to the managers at one time. This results in overload, almost insuring that little of what has been delivered is actually learned, and that even less will be applied when the manager gets back to their workplace.

But **Leadership Connections: Engaging Performance™** overcomes all of these problems precisely because it is a long-term, well-planned process, designed to provide just the right amount of learning at the right time, coupled with application exercises that the manager conducts with their employees back at the work site. Our program also provides the individual assessments for both managers and employees, along with worksheets, action planners, and other tools that provide support for applying the lessons learned and putting them into action.

As a result, managers learn and apply those skills and at the same time begin to **Build Trust** with their employees. **Trust** is the foundation for creating a relationship with employees that ***leads to increased employee engagement which leads to increased productivity, customer satisfaction, and organizational performance.***

**Leadership Connections: Engaging Performance™
Achieves Real Results!**

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Here's Why Our Program Works!

Distributive Learning: Managers are not the only ones that are learning. As part of the process, they take what they have learned in the classroom back to their employees, engaging them in various activities and discussions. Not only do the manager's of your organization receive learning from the process, but ***everyone in your organization learns!*** And the application exercises insure that what gets learned gets put into action, not left on a shelf.

Team Building: As a result of the *Distributive Learning* approach, managers begin to build **Trust** with their employees, creating a relationship with them that leads to *employee engagement*. They also begin to help their employees work together more efficiently and effectively, helping them to understand each other and how they "fit" together. Over the long term of the process we actually are conducting Team Building in a way that no other "team building" training can accomplish. It is real-time and on-going, and ***results in increased productivity!***

Customization: Because of the way **Leadership Connections: Engaging Performance™** has been designed, the implementation is ***unique in each organization.*** This means it will work for your organization because it is applied uniquely to your organization.

Leadership Connections:
Engaging Performance™
is a **Seven Elements of High
Performance™** Program.

The US Navy has adopted our model for use at the **Center for Naval Leadership** in all of their leadership development programs.



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The Following is a Learning Overview for Each Session in this Management Development Process

Sessions are one day in length, requiring approximately 6 hours of actual class time. Our recommendation is to deliver one Session at a time about every four weeks (sometimes longer). This gives enough time to absorb the information and begin to practice the skills shared, yet not so much time between Sessions that skills are forgotten. This spacing of the delivery also allows participants enough time for completing homework assignments and following through with the Distributive Learning exercises, creating greater accountability.

Session 1 – New Roles: Program Introduction & Overview. Managers learn about Leadership and their role as a Leader. They learn about the impact that **employee engagement** has on organizational performance and understand the role that they, as managers, play in creating **employee engagement**.

Managers are introduced to the **Seven Elements of High Performance**™ and the **Be-Do-Achieve**™ models, which are the foundations for this program.

Session 2 – Understanding People: Managers learn why creating relationships with employees is a critical factor in creating engagement. They learn about **DiSC**® Behavioral Styles and understand how to adapt behavior to better interact with others and increase communication effectiveness.

Session 3 – Focus on Strengths: Managers learn how to apply **DiSC**® Behavioral Styles to leverage and use Strengths and natural talents to enhance performance, as well as how to reduce negative conflict.

Session 4 – Accentuating the Positive: Managers learn about the power of positive relationships and the new skills needed to motivate employees. They learn about the power of Catching People Doing Things Right and **Accentuating the Positive** in the achievement of goals.

Session 5 – Building Trust: Managers learn how to use the **Four Behaviors that Build Trust**™, a key factor for increasing employee engagement, and **DiSC**® to create open discussions about daily operational issues to improve performance.

Session 6 – Building Personal Responsibility: Managers learn how to use the Personal Power model to encourage employees to take responsibility for the daily decisions needed to do their jobs. They learn that Fear is the single biggest factor that limits **Personal Responsibility/Personal Power**™, and ultimately Accountability, in an organization. Managers also learn how to utilize the needs of the situation and the willingness and ability of the employee to choose the best leadership approach to engage employees.

Session 7 – Creating Engagement 1: Managers learn about the **4 Stages of Engagement**, how to measure engagement, and how to have essential conversations about those measures with employees to increase individual engagement. Managers learn how to debrief of the **Work Engagement Survey**™ Individual Reports with their direct reports and how to meet or adjust expectations to create a greater connection with employees.

Session 8 – Creating Engagement 2: Managers will debrief their discussions with employees about their Individual Reports from the **Work Engagement Survey**™. Managers will be given group reports from their workgroups to determine systemic areas of concern and develop action plans for increasing employee engagement on their team. The session concludes with a program review, next steps, and graduation and celebration.

Manager Participant Materials

- *Leadership Lessons From the Medicine Wheel* book
- **Leadership Connections**™ Workbook
- **DiSC**® Behavioral Styles Management Profile and Supplemental Reports
- **DiSC**® Team Group Culture Report for their team
- **Work Engagement Survey**™ Individual Report
- **Work Engagement Survey**™ Group Report for their team
- **Reproducible worksheets** for use with employees to deliver employees' learning experience and facilitate team discussions to improve performance.

Distributive Learning

- Direct Reports take the **DiSC**® Behavioral Styles Profile and the **Work Engagement Survey**™
- Using the **DiSC**® Behavioral Styles Profiles, Managers begin to have discussions about Trust and Personal Responsibility with their team
- Managers meet individually to review and discuss "How to Manage Me" Reports w/ employees
- Managers debrief the team's **DiSC**® Group Culture Report with their team
- Managers debrief employee's Individual Reports from the **Work Engagement Survey**™ to increase individual engagement

Pricing for our 8-Day 12 Month Program

\$5995 Per Manager Participant*

Includes profiles and learning materials for up to 10 direct reports

Minimum of 10 / Maximum of 20 Manager Participants per Class

Compare our program to our major competitors' management programs on employee engagement or leadership, which do not provide the interpersonal skills development or distributive learning to actually increase engagement:

3 Days \$ 6,500 per manager

2 1/2 Days \$ 4,500 per manager

*Plus Travel and Expenses

With Distributive Learning, *everyone* in the organization learns as the managers learn!

Instead of our trainers building relationships with your employees, **YOUR** Managers build the relationships that they need to build with their employees to engage them and achieve team and organizational performance.

This is all part of the Leadership Connections™ learning process.

Each Module Builds on the Previous One to Create a Powerful Learning Experience!

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