



## **Leading Staff to High Performance Critical People Skills for Leaders**

### **Day 1: Leading People and Organizations**

- ◆ Roles/responsibilities of leader and managers
- ◆ Understanding motivation and individual differences
- ◆ Building high performance work relationships
- ◆ Core communication strategies for high performance

### **Day 2: Motivating and Coaching Staff**

- ◆ Holding people accountable – setting clear expectations
- ◆ Motivating employees to high performance
- ◆ Coaching and mentoring employees
- ◆ Giving effective, constructive feedback

### **Day 3: Difficult People**

- ◆ Dealing with difficult people
- ◆ Resolving / preventing conflicts
- ◆ Interpersonal negotiation / being persuasive

### **Day 4: Change, Delegation, Evaluation and Discipline**

- ◆ Leading / facilitating change
- ◆ Delegating / empowering your staff
- ◆ Evaluating performance
- ◆ Counseling and discipline

### **Day 5: Team Building and Time Management**

- ◆ Teambuilding / working with multi-discipline groups
- ◆ Planning and managing work
- ◆ Managing multiple priorities
- ◆ Making effective use of time

### **Day 6: Meeting Management and Interviewing New Staff**

- ◆ Running effective meetings
- ◆ Hiring staff: interviewing to get the full picture

*Note: This series can be customized to focus on topics most of interest to your staff and can be done as a 3, 4, 5, or 6 day series.*

***We customize the context and case studies to your industry!***

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