



1206 N Lincoln Suite 200 Spokane WA 99201  
Phone: 509.326.6885 Fax: 509.328.6832  
Toll Free: 800.720.4291 Online: [www.aiin.com](http://www.aiin.com)



## Interactive Leadership

### Coaching Skills for Managers and Supervisors

**Ten consecutive Friday mornings, half-days. Can be done in five full days.  
Our fall 2010 course runs from September 24 through December 3, 2010**

**TIME:** 8:30 am – 12 noon

**COST:** A.I. Members: \$950 per-person/ \$850.00 for 2 or more from your organization.  
Non-members: \$1,300

**LOCATION:** Associated Industries offices (Also available at your location or by webinar)

The supervisors and managers in your organization have a powerful impact on the effectiveness and health of your organization. Their leadership impacts the larger community as well. Have you trained and equipped your managers and leaders with the skills and tools they need to be great? This course includes 10 half-day sessions that give new and experienced leaders a greater confidence in applying leadership and communication skills.

- Introduction – The Organizational Demand for Leadership
- Keys to Leadership Success – Interaction Skills
- Personal Effectiveness Skills – Stress & Time Management
- Government Regulation of Employment for Leaders
- Interviewing and Selection – The Latest Techniques
- Motivation, Delegation, and ZAP!
- Coaching For Success – Leading into Uncharted Waters
- Improving Employee Work Habits – Good at their job, but...
- Planning & Performance Expectations – The TQM Imperative
- Performance Review Skill: Innovative Approaches



**What's new in world-class coaching and communication skills?** This course offers a proven model of leadership communication skills known as LAB (Listen-Ask-Build.) Developed from the experience of successful Leader-Managers, it merges the two great streams of management thought of the past 30 years: Quality management and the dynamics of human performance, to transform the fundamental coaching processes in which leaders engage every day. The result is greater leader confidence and effectiveness, stronger employee relations and powerful "tools-at-the-ready" for more episodic but high-stakes challenges such as performance intervention, conflict resolution, planning, problem-solving meetings, conducting performance reviews and many more.

**About the Presenter:** Bill Sweigert is Vice President of HR Services. He works with employers in planning, employment, compliance, performance systems, compensation and leadership development. His 17 years in top HR jobs plus many years consulting with management for creative HR solutions gives him a wealth of real world wisdom, coupled with an energetic and inspiring presentation style. He holds a senior certification from the HR Certification Institute and teaches at Gonzaga University's School of Business.

# Interactive Leadership: Breakthrough Skills for Supervisors or Managers

## Our Graduates Say:

*"Excellent training that I will definitely use in my supervisory job."*

*"I appreciate all the forms - tools to use in almost any situation."*

*"Excellent class, well worth the time."*

*"I gained valuable skills for building a lifetime of successful leadership."*

## Recent Attendees Include:

*Ambassador Programs, Inc.*

*Central PreMix/Oldcastle*

*Communications Center Inc.*

*CXT Inc.*

*Haskins Steel Co.*

*Hollister-Stier-Labs*

*Humanix*

*Itronix-General Dynamics*

*Mackay Mfg*

*Senske*

*Spokane Housing Authority*

*Wagstaff*

*Walkers Furniture*

*US Bakeries*



## **WEEK 1 Introduction - The Organizational Demand for Leadership**

- Organizational Life Cycles – Why You Are Needed!
- Productivity, a Systems View of Organizational Processes
- The 7-Point Decision-Making Process and How to Use It
- The Leader's Role in Organizational Communication
- Employee Views of Authority and Breaking Through Barriers

## **WEEK 2 The L.A.B Model - Breakthrough Communication Skills**

- The Building Blocks for all Interaction Tasks
- LISTENING Dynamics - Power You Didn't Know You Had
- ASK FIRST - "The" Lean Process for High Performance
- BUILD the Commitment and Capacity of the Team
- Maintain Ownership and Accountability

## **WEEK 3 Personal Effectiveness Skills for Leaders**

- Using Self-Management in Responding to Stress
- How People Work - Human Habits, Perception, and the Self-Fulfilling Prophecy
- Coping with and Managing Change from the Inside Out
- Managing Your Time as a Leader

## **WEEK 4 Government Regulation of Employment**

- The Extent of Federal and State Regulation of Employment
- Obligations of Employees
- Union Organizing - What Every Leader Should Know
- EEO and AAP - Discriminatory Treatment & Impact
- Harassment - Sexual and Otherwise

## **WEEK 5 Interviewing and Selection**

- The Most Important Decision
- Management Rights and Promoting Organizational Values
- Establishing Leadership Early - and Risk Reduction
- Breakthrough Interview Skills – The Patterned Interview
- Reference and Background Checking
- Assessment, Decision Making and Documentation

## **WEEK 6 Motivation, Delegation, and ZAPP!**

- Evolution and Common Elements of Motivation Theories
- High Regard for People, High Regard for Results
- The Self Fulfilling Prophecy
- Delegation and The Value of the Work Itself
- From Theory to Interaction Skills

## **WEEK 7 Proactive Coaching - Leading into Uncharted Waters**

- Doing the advance scouting work, gathering key facts
- Clarifying the overall goals and values
- Brainstorming possible objectives and plans
- Choosing the specific assignments
- Effective follow-up

## **WEEK 8 Performance Intervention Processes**

- Describing work behaviors and effects on the organization
- Active listening as you explore causes
- Taking a firm stand
- Gaining employee commitment
- Effective follow-up and Discipline

## **WEEK 9 Planning & Performance Expectations - The Quality Imperative**

- Defining standards and goals - MBO vs TQM
- Performance planning systems - Connect to your mission
- Communicating universal organization values
- Establishing and communicating performance expectations
- Planning Processes and Conducting Group Meetings
- The Three types of Performance Results

## **WEEK 10 Performance Review Skills- A Non-traditional Approach**

- Continuous 2 way process
- Making it easy on everyone
- From Court standards to on-line systems
- Focusing on continuous improvement
- Communicating performance results