

Management & Leadership Development Solutions

Leading **Organizations**



Leading **Groups**



Leading **Individuals**



Leading **Self**



*Action Based
Leadership*

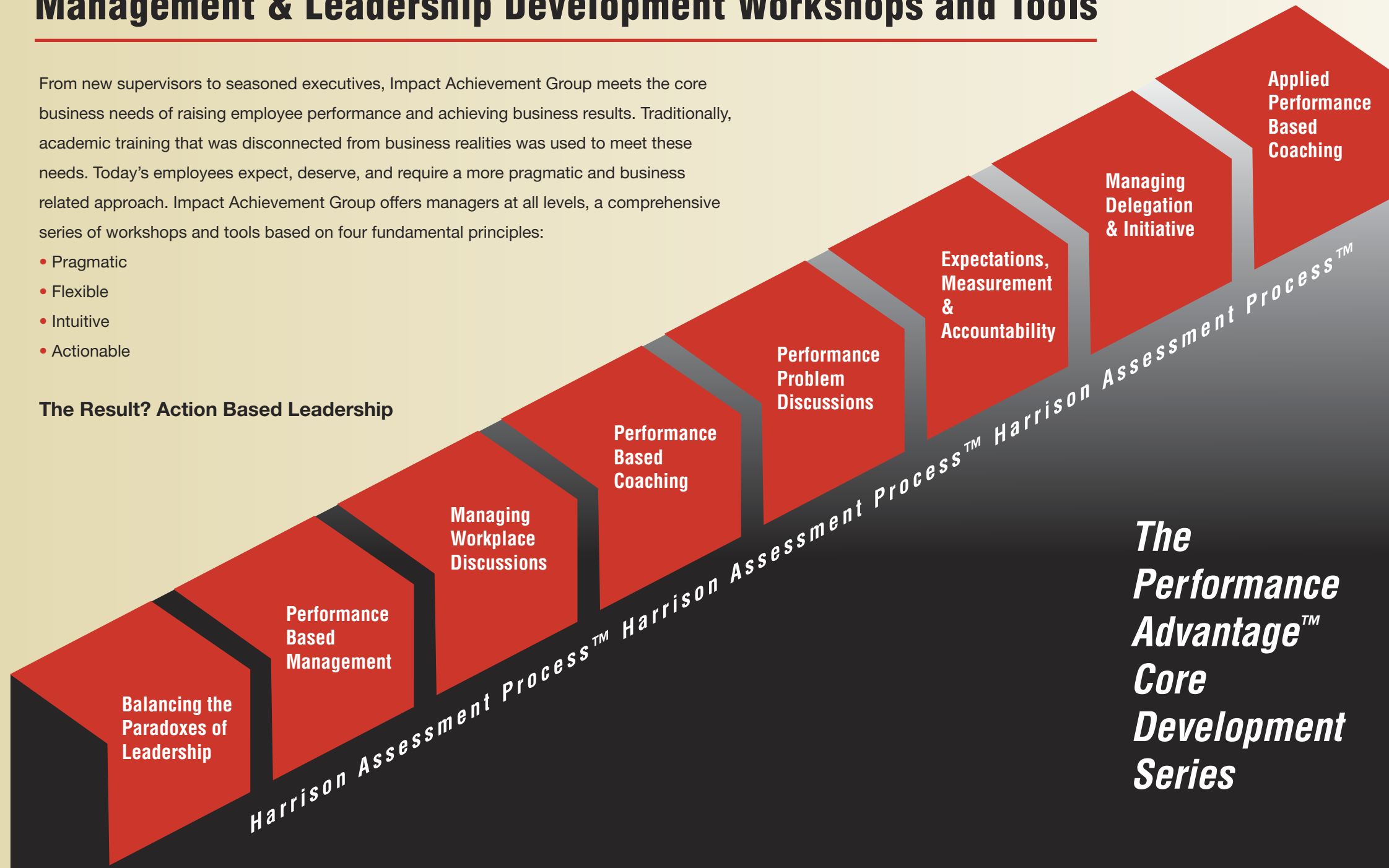
The **Performance**[™]
Advantage

Management & Leadership Development Workshops and Tools

From new supervisors to seasoned executives, Impact Achievement Group meets the core business needs of raising employee performance and achieving business results. Traditionally, academic training that was disconnected from business realities was used to meet these needs. Today's employees expect, deserve, and require a more pragmatic and business related approach. Impact Achievement Group offers managers at all levels, a comprehensive series of workshops and tools based on four fundamental principles:

- Pragmatic
- Flexible
- Intuitive
- Actionable

The Result? Action Based Leadership



The Performance Advantage™ Core Development Series



Professional Effectiveness & Skill Development Workshops include:

- Change Management
- Conflict Management
- Decision Making
- Discipline & Termination
- Gender Communications
- Interviewing Skills
- Meeting Management
- Presentation Skills
- Problem Solving
- Service Quality
- Stress Management

These workshops can be used independently or in conjunction with the *Performance Advantage™* Core Development Series.

Performance Impact Survey™

Improving management practices and coaching styles requires feedback. To be valid, feedback must come from those who are on the receiving end of a manager's style. This instrument is designed to efficiently and effectively survey

a manager's or supervisor's direct reports for their input regarding the appropriateness and effectiveness regarding how they are managed on a daily basis. By benchmarking a "present state" baseline profile, the impact of training and

other interventions can be measured and tracked over time. Providing routine feedback regarding their impact on their direct reports, allows managers and supervisors to continually improve employee productivity, retention, and alignment.

Reinforcement Resources: Simulations • Coaching • Tutorials

This series of highly interactive simulations provides managers and supervisors who have completed the core *Performance Advantage™* workshops with an opportunity to follow up and reinforce their learning. With these simulations, managers and supervisors can continue to practice, test their competencies, and record "live" interchanges with fictitious employees in a broad range of

typical performance management situations. Each of the 4 CD's included in this series focuses on specific knowledge and skill that address interactions with employees to diagnose performance situations, conduct effective face-to-face performance discussions, and choose the coaching style that will most appropriately address different typical situations.

The Performance Advantage™ Core Development Series

Balancing the Paradoxes of Leadership™

Self-awareness and an understanding of one's personal behavioral responses to workplace situations are essential to effective management. Routinely, managers are faced with resolving paradoxical behavioral choices that determine the effectiveness of themselves and everyone around them. Using the unique *Harrison Assessment™*, combined with a series of interactive activities that provide self-awareness and self-reflection, managers gain insight to their behavioral tendencies and learn self-management skills to dramatically improve how they impact their workplace.

Performance Based Management™

The primary responsibility of managers and supervisors is to inspire high performing direct reports. This requires a clear grounding in what truly motivates high performers and management practices that influence employees to give their discretionary effort. The *Performance Advantage™* method taught in this workshop energizes managers at all levels with a performance management method that focuses on accurate diagnosis of employee performance issues. This results in a performance management approach that is grounded in leadership and performance principles that correlate with high performance and employee retention.

Managing Workplace Discussions™

Research indicates that effective workplace conversations are simply not taking place as needed in the work environment. Filling the conversation gap creates a healthy and high-performance work environment. Dialogue is the place where objectives are set, problems are managed, feedback and praise is given and received, support is offered, and where trust and relationships hang in the balance. This is an activity based session that will develop the manager's interpersonal communication skills and provide a framework for holding effective performance and workplace conversations.

Performance Based Coaching™

One-size-fits-all coaching does not work. Managers must adapt their coaching styles to the performance needs of their direct reports. Research confirms that performance coaching must vary with the individual and the situation in order to maximize performance levels and maintain strong manager/employee relationships. This challenging and highly engaging workshop includes personal assessments, case studies, coaching simulations, and performance diagnostic activities. *Performance Based Coaching™* is a tactical coaching model results in the required flexibility managers need to deal effectively with the variety of performance situations they face.

Performance Problem Discussions™

Managers and supervisors consistently ask for help dealing with performance problems in the workplace. Without the use of effective skills, performance problem discussions are either put off or, when done, do not result in effective outcomes. To be effective in these situations and have a chance of turning problem performance around, managers must feel confident and competent dealing with conflict, using confrontation skills, keeping control of performance discussions, and making timely interventions. This interactive workshop develops these competencies and provides extensive practice to ensure mastery.

Expectations, Measurement, & Accountability™

Effective Performance Management is dependent on three critical variables: clarity on what is expected, clarity on acceptable standards of performance, and clarity regarding how performance will be measured against the standards. Clear performance expectations continually shows up in the research as the number one workplace characteristic that (1) influences high performers to give their best and (2) improves employee retention. This workshop will provide the framework and skills to ensure that the foundational elements of effective performance management are transferred to the workplace.

Managing Delegation & Initiative™

Initiative and responsibility for performance are often escalated too high in the organizational hierarchy, resulting in a slow-paced performance culture where responsibility is avoided and time and money are wasted as people "wait" to be told what to do. Learning how to delegate effectively and avoiding micro-managing, while ensuring that upward delegation is prevented, are the keys to developing personal responsibility and personal initiative in the organization. This workshop will assist managers in understanding how to properly delegate tasks and create an initiative-driven culture.

Applied Performance Based Coaching™

This highly interactive, case-study based workshop integrates the competencies developed throughout the *Performance Advantage™* Series, focusing on the manager's ability to effectively diagnose performance issues, provide clarity regarding performance expectations, select appropriate leadership actions and styles, conduct effective performance discussions, and sustain accountability.

Visit our website www.impactachievement.com or call 1 888-248-5553

