



EXPANDING LEADERSHIP CAPACITY[®] TRAINING

Are you a leader who struggles with "people management" skills? Do you and your team lack the productivity that delivers the results you desire? Are your expectations frequently violated? Do you avoid talking about tough topics?

Do you feel awkward in recognizing individuals' positive performance? Do you find it challenging to talk about others' poor performance? Perhaps you need to expand your leadership capacity!

WHAT IS "LEADERSHIP CAPACITY"?

Increasing your capacity as a leader is a direct result of the conversations you hold. Conversely, diminished leadership capacity is the result of not holding conversations that address violated expectations, poor performance, lack of accountability, broken commitments, inappropriate behavior, decreasing retention, low morale, and a culture of frustration and discontent.

EXPANDING LEADERSHIP CAPACITY[®] TRAINING

This training is for anyone in a leadership position who wants to learn the skills and framework for holding those necessary but often difficult conversations that result in improved performance; increased accountability; reduced inefficiency; increased employee motivation, morale, and retention; and increased results.

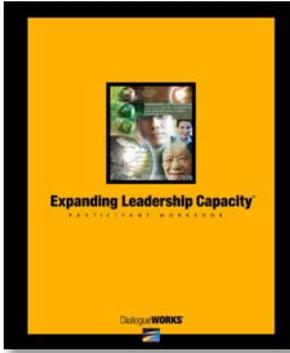
"Increase your leadership capacity to talk about what matters most."

Dialogue**WORKS**

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“Expanding Leadership Capacity was a significant factor in achieving our organizational goals and creating a positive work environment.”

VP of Sales,
USST, Inc.

WHAT WILL YOU LEARN?

This training will help you, your team, and your organization by increasing your ability to:

- Improve one-on-one, performance-based conversations with anyone at any level of the organization.
- Create accountability by clearly focusing on important issues, establishing realistic expectations, and building actionable plans that improve execution and deliver results.
- Recognize and use different conversation styles that value individual differences, which in turn overcomes resistance and offense, increases engagement, and builds rapport.
- Increase personal initiative and responsibility to overcome excuses, blame, and poor performance.
- Learn to manage the “drama” that takes the place of results.
- Use recognition to increase morale, eliminate frustration, and improve employee satisfaction.
- Accelerate through individuals’ emotional reactions to discover the underlying issues that hinder conflict resolution.

WHO NEEDS THE TRAINING?

Does your organization suffer from constant change, lack of accountability, poor performance, massive rework, and inefficiency? Perhaps your leaders continually set unrealistic expectations or unachievable deadlines, give confusing directions, constantly change priorities, or offer little support or direction?

Are you a new leader?

Do you avoid talking about tough issues, run from conflict, or put up with employees who cut corners, don’t follow directions, can’t keep commitments, violate expectations, or display poor attitudes? *Expanding Leadership Capacity*® will help you deal with and resolve these issues and more!

WHAT’S NEXT?

If you, your team, or your organization struggles to provide feedback, overcome poor performance, manage expectations that drive execution and establish accountability, increase morale and build rapport to improve relationships or to reduce inefficiency and increase certainty and stability, *Expanding Leadership Capacity*® Training is for you! Call 1-801-491-5010 or email us at info@dialogueworks.com.

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