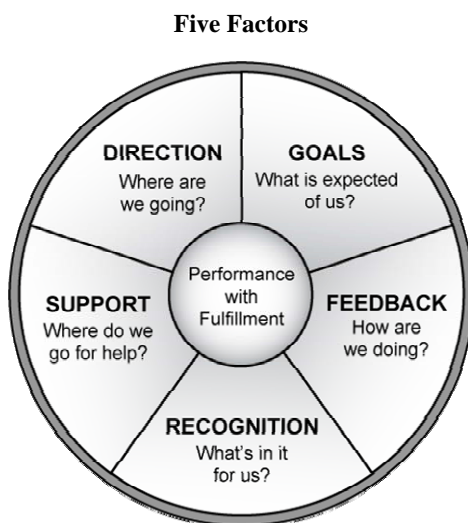




THE LEADER MANAGER: ACHIEVING PERFORMANCE WITH FULFILLMENT

Organizations expect managers to get results, but getting long term performance requires a focus on more than just results. Research indicates that high performance is not sustainable over time unless it is accompanied by a high degree of fulfillment in addition to a focus on performance—neither performance nor fulfillment exists in a vacuum. To implement strategy and create business results managers must create an environment of performance with fulfillment. These skills require integrating the inspiration of leadership with the skill of management.

The Leader Manager: Achieving Performance with Fulfillment (TLM) provides a framework and skills for a leader to enable the work unit to achieve Performance with Fulfillment—the combination of high performance and high satisfaction from meaningful work done well. Leaders learn to support their work units in terms of Five Practices, to provide what their people need.



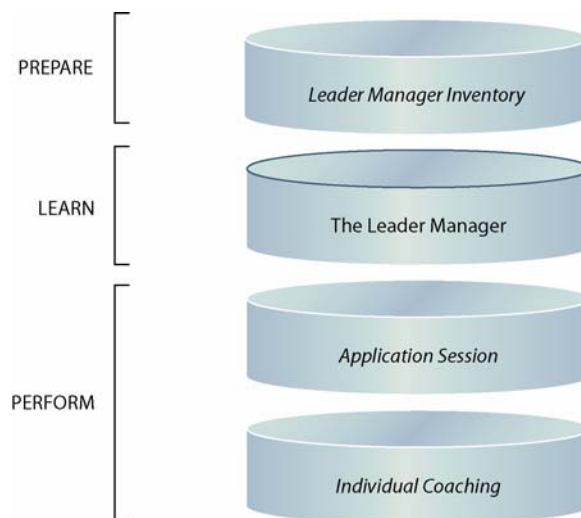
TLM is an intensive program that fosters both insight and skill development around what is most important for a leader to do—enable the best from their people.

VALUE PROPOSITION

Leaders create an environment for employees to achieve performance with fulfillment by integrating the leadership and management practices essential for executing business strategy.

APPROACH

TLM is a two-day, instructor-led workshop. It can be delivered in modular format over two non-consecutive days to allow application between sessions. The (*optional*) Leader Manager Inventory can enhance the impact by giving participants feedback from those they lead.



TLM can be facilitated by Wilson Learning, or by a leader-trained in-house professional. This enables:

- Face-to-face interaction among the participants and with the facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action

TLM has six integrated learning modules:

OUTCOMES BY MODULE

<i>Modules: Key Learnings Are...</i>	<i>Your Managers Will...</i>
<p><i>Understanding the Challenge</i></p> <p>What “Performance with Fulfillment” means and why it matters. How integrating leadership and management through the five practices is essential to creating performance with fulfillment.</p>	<p>Be able to appreciate the impact of organizational change and growth on performance with fulfillment.</p> <p>Understand the integration of leadership and management practices necessary to create performance with fulfillment.</p>
<p><i>Direction</i></p> <p>How a common understanding of the organization’s vision and strategy impacts engagement. How to ensure that direction is meaningful and motivational.</p>	<p>Be able to communicate information about the company’s direction clearly and inspirationally.</p> <p>Articulate how the strategy supports the vision and address perceived disconnects between the two.</p>
<p><i>Goals</i></p> <p>How to gain support and commitment to goals. How to communicate goals in away that address both performance and fulfillment</p>	<p>Be able to communicate goals in a way that inspires others and leads to performance with fulfillment.</p>
<p><i>Feedback</i></p> <p>How to apply a simple feedback approach to individuals and the work unit as a group that addresses both performance and fulfillment. How to seek feedback and receive it to model the right behaviors</p>	<p>Be able to facilitate a shared dialogue about progress toward goals in a way that fosters performance with fulfillment. Give feedback in a way that leads to goal achievement.</p>
<p><i>Recognition</i></p> <p>How to discover what recognition employees really value. How to overcome the dilemmas of recognition. How to apply recognition to increase performance and satisfaction</p>	<p>Be able to move a goal forward by understanding the types of recognition that are most compelling to those responsible for the goal. Foster performance with fulfillment by providing meaningful recognition to teams and individuals as appropriate.</p>
<p><i>Support</i></p> <p>Explore the parameters of effective direct support—what it looks like, how it contributes to performance with fulfillment, and when it is required.. Learn and apply an approach for getting support and creating performance with fulfillment with other departments and functions.</p>	<p>Be able to recognize opportunities and plan proactive strategies to provide support to your work unit(s) and at connecting points.</p> <p>Foster performance with fulfillment by anticipating and providing support.</p>

ENABLING IMPROVED PERFORMANCE

TLM is enhanced by performance application, reinforcement, and support tools. These tools help ensure that leaders can develop skills during the workshop, and then fine-tune and apply their newly acquired skills and behaviors back in the organization. Involving participants’ managers is also important for a successful TLM implementation and manager support tools are provided for that purpose.

MEASUREMENT

The learning experience is enhanced by the use of the Leader Manager Inventory, a multi-rater instrument designed to provide managers with feedback about

how the people who report to them and their manager perceives their leadership behavior

EVALUATION

Wilson Learning can partner with your organization to measure the initial behavioral changes and business results. We have a common interest in making sure that TLM brings the results you seek, and have a variety of tools to help you evaluate progress and results.

This offering, like all others from Wilson Learning, can be customized to reflect your management environment and business priorities, and integrated with your processes.