

# The Leadership Challenge

## Coaching For Improved Work Performance

True leadership stems from an internal sense of direction and purpose that is fostered throughout this seminar as participants learn to take responsibility for their actions and their people.

In this seminar, Susan teaches skills in:

- **The Value Of Vision.**  
Develop a “vision” to see the whole picture of managing and supervising.
- **The Importance Of Team-Building.**  
Learn the secrets of motivating and inspiring others to achieve better results through teamwork.
- **Diffusing Potentially Explosive Conflicts.**  
Recognize the roots of workplace conflict and know how to deal with them.
- **Gaining Confidence And Credibility.**  
Be seen by those around you (and above you) as authoritative and in control.
- **Getting Your Message Heard.**  
Present your ideas in a way that generates respect.
- **Stress Reducers That Really Work.**  
Handle on-the-job pressure with specific stress-reducing techniques.
- **Balance Competing Demands.**  
Excel at your job and enjoy your personal life too.

### ***The Human Side of Leadership***

#### **Creating a Motivational Workplace**

Negativity can have a variety of ill effects on the work environment, such as low morale, slow productivity, poor quality of work performed, and eventually the loss of good employees. Susan explores the ‘whys’ of workplace negativity, how to arrest it and how to acquire the skills to create a positive, rewarding and

#### **WHO WILL BENEFIT FROM THIS PROGRAM?**

Leaders who are eager to develop existing skills, use dynamic new tools and techniques and make important contacts

Supervisors or managers whose job success demands a solid working knowledge of the most effective team-building concepts

Managers who long to deal decisively with work-related conflict or difficult situations

# Susan!