

Leading for Success Program - Training Reference
2024 May



Topic 1:
Interpersonal
Dynamics

- Balancing Criticism and Support
- Addressing Uncooperative Behavior



Topic 2: Authority
and Respect

- Establishing Authority
- Earning Respect from Subordinates



Topic 3: Conflict
Management

- Dealing with Misbehavior
- Handling Conflicts and Disagreements



Topic 4:
Motivation and
Ownership

- Motivating Subordinates
- Encouraging Ownership of Tasks



Topic 5:
Communication
and Delegation

- Effective Communication
- Delegating Tasks Appropriately



Topic 6:
Performance
Management

- Managing Inefficiency
- Addressing Sub-Standard Performance



Topic 7: Adaptation
and Culture

- Navigating Transitions
- Building Positive Team Culture



LJ 3

New Hats = New Roles & Responsibilities

New Skillset

New Mindset

New Toolset

required for a Team Leader



Exercise : New Hats

Which of the following is the new role and responsibilities of a team leader?

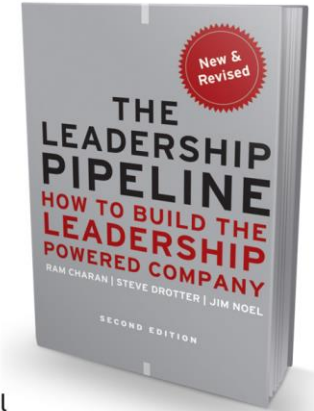
Yes (Y) or No (N)

1. Set goals / expectations for your team members
2. Understand the family backgrounds of the team members, including their **childhood histories**
3. Give feedback on staff performance **once a year**
4. Give advice to staff on career development and **encourage them to take job rotations**
5. Provide direction and guidance and support team members to complete their daily work
6. Act as the bridge between senior management and staff, and cascade the messages both downwards (to team members) and upwards (to senior management)
7. Deliver organizational updates, such as new directions, new policies and new systems, through written messages such as emails
8. Recognize and motivate the staff **when you have time**
9. **Take disciplinary actions**
10. Act as a role model for others to follow



Successful Transition Essential Shifts

1. Mindset (Values)
 - Mindset Shift From Me to We
 - From Profession to People
2. Skills
 - From Professional Knowledge / Skill to Managerial Skills



Social Style® Quadrants

Analytical

Driver

U 11



Amiable (Am)

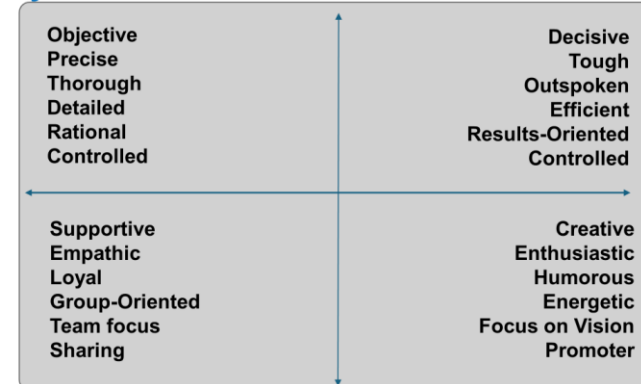
Expressive



1. Social Style - Strengths

Analytical

Driver



Amiable (Am)

Expressive



2. Social Style - Weaknesses

Analytical

Driver



Amiable (Am)

Expressive



Tips in Communication Style:

LJ 12

4 Step to adjust one's behavior to each style

- Identify** – Know your own style and the style of the other person.
- Plan** – Select the behaviors to change in order to get more in sync with the other person's preferred ways of doing things.
- Implement** – Do the changes selected in step 2.
- Evaluate** – “Take the pulse” during exchanges to see if midcourse corrections are needed. After the meeting, mentally review the process and the outcome in order to learn from the experience.

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Leading People – Social Style

Important Points to Remember :

- This is NOT a test, so you cannot pass or fail
- There are no good or bad styles, only differences between people
- In filling out, read each item from the standpoint of the way you think other people perceive you
- How to Identify Other People's Styles-To identify another person's style, observe outside behavior — how they talk and walk, their postures, their gestures, etc. These clues will pinpoint assertiveness and responsiveness.
- People style under stress:

<u>PeopleStyle</u>	<u>Primary Backup</u>	<u>Secondary Backup</u>
Expressive.....	Attacking	Acquiescing
Driver	Autocratic	Avoiding
Amiable	Acquiescing.....	Attacking
Analytical	Avoiding.....	Autocratic

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Positive Relationship Building Approach

LJ 14

1. Create Rapport

2. Fact Finding

3. Explore Possibility

4. Agree Action & Support



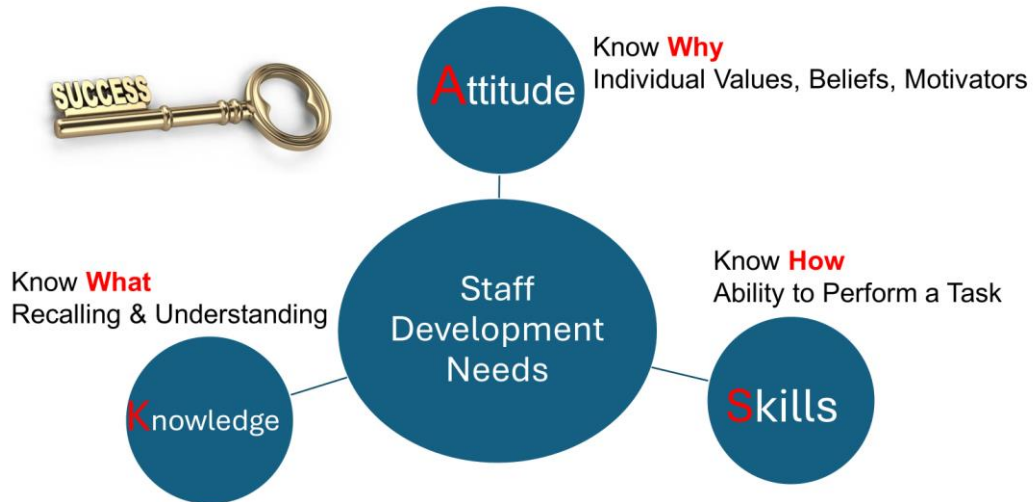
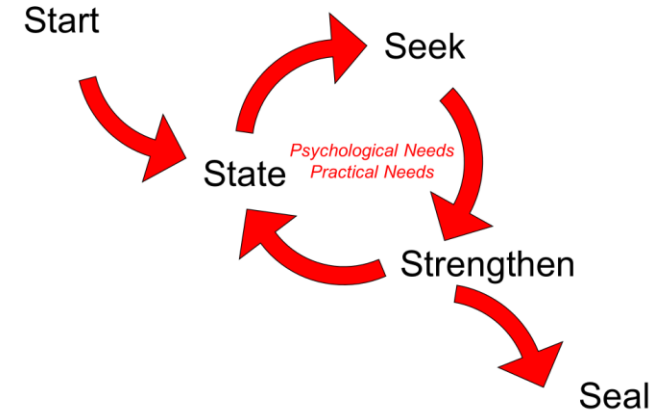


Core Skills to address Psychological Needs

1. Enhance and maintain **Self-Esteem**
2. Show **Empathy**
3. Encourage **Involvement**

Communication Skills
Active Listening / Questioning

LJ 20



Skill-Will Matrix Different Strategies for Different Groups

