



Leading Staff to High Performance Critical People Skills for Leaders in the Health Sector

Day 1: Leading People and Organizations

- ◆ Roles/responsibilities of leader and managers
- ◆ Understanding motivation and individual differences
- ◆ Building high performance work relationships
- ◆ Core communication strategies for high performance

Day 2: Motivating and Coaching Staff

- ◆ Holding people accountable – setting clear expectations
- ◆ Motivating employees to high performance
- ◆ Coaching and mentoring employees
- ◆ Giving effective, constructive feedback

Day 3: Difficult People

- ◆ Dealing with difficult people
- ◆ Resolving / preventing conflicts
- ◆ Interpersonal negotiation / being persuasive

Day 4: Change, Delegation, Evaluation and Discipline

- ◆ Leading / facilitating change
- ◆ Delegating / empowering your staff
- ◆ Evaluating performance
- ◆ Counseling and discipline

Day 5: Team Building and Time Management

- ◆ Teambuilding / working with multi-discipline groups
- ◆ Planning and managing work
- ◆ Managing multiple priorities
- ◆ Making effective use of time

Day 6: Meeting Management and Interviewing New Staff

- ◆ Running effective meetings
- ◆ Hiring staff: interviewing to get the full picture

Note: This series can be customized to focus on topics most of interest to your staff and can be done as a 3, 4, 5, or 6 day series.

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