



## **Non-Profit Agency Leadership Series**

### **Leading Staff to High Performance - Critical People Skills for Leaders**

#### **Day 1: Leading People and Organizations**

*(it's strongly recommended you attend this session if attending later sessions - key concepts presented here will be referenced in the rest of the series)*

- ◆ Roles/responsibilities of leader and managers
- ◆ Board / staff relations – the roles of a board of directors
- ◆ 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**

- ◆ Teambuilding / working with groups
- ◆ Conducting effective staff / board training

*Note: This series can be customized to focus on topics most of interest to your staff and can be done as a 3, 4 or 5 day series. It can also be combined with topics from the Non-profit Management Series*

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