

Leadership Performance Program

Objective

The Leadership Performance Program aims to provide middle-level managers with insights, information, and ideas on how to elevate their leadership skills and ability to engage and retain their best people. This program equips participants with the skills required to lead people and themselves at a high level.

This leadership program is designed to develop a manager's ability to execute their people responsibilities, inspire excellence, help the organization adapt as necessary, and sustain long-term success. The program is the most comprehensive and engaging leadership performance program available, developed from SGEi's many years of working with, consulting for, and elevating leadership for organizations worldwide.

Outcomes

This interactive virtual learning experience led by an SGEi-certified leadership coach is a memorable, motivating, and effective development opportunity for managers to improve their leadership capabilities. Outcomes include:

1. **Personal leadership:** Managers will be able to recognize their emotions, strengths, capabilities, and tendencies and understand how to deploy them to influence, inspire, and effectively motivate others: their team, peers, leaders, customers, and clients. The emphasis is on emotional intelligence, values, motivation, and relationship-building.
2. **People leadership:** Managers will understand how to build an effective team culture that drives performance and retains the best performers. The emphasis is on leading culture and values, recruitment, welcoming new team members, engagement, informal and formal feedback, recognition, accountability, and communication.
3. **Change leadership:** Managers will learn how to think outside the box and build a culture of creativity within a team. The emphasis is on creativity, identifying the need to change, developing plans, execution, and sustainability.
4. **Results-based leadership:** Managers will learn how to define and execute their goals. They will know how to use the mission-planning framework utilized by special military operations to achieve objectives successfully with flawless execution. The emphasis is on connecting purpose with goals, SWOT analysis, strategic planning, time management, and how to build a support network.

The 12-month Learning Experience

The program will involve ten live two-hour virtual learning experiences.

- 1. Understanding Leadership:** In this module, participants will explore the key concepts of leadership. They'll dive into the definition of culture, why it matters, and what affects it. The course will clarify the differences between leadership and management, introduce the principles of Servant Leadership and its importance, and teach them how to enable and empower their team. Additionally, they'll discover ways to demonstrate genuine care as a leader by inspiring their team's hearts and minds.
- 2. Leveraging your Emotional Intelligence:** In the emotional intelligence (EQ) module, participants will learn about EQ and its competencies: self-awareness, self-management, social awareness, and relationship management. They will understand how their emotions and actions can impact others and why they must manage their impulses and responses. They will also discover the importance of values as they relate to emotional intelligence and leadership.
Participants will consider how their interactions with others shape their leadership and discuss ways to manage relationships positively in the workplace.
- 3. Effective Communication:** In this module, participants will explore the fundamentals of clear and effective communication. They will learn the importance of checking for understanding, delve into different communication styles, and discover how to manage them effectively. Additionally, participants will gain insights into various listening styles, with a focus on the power of empathetic listening. The module also highlights the critical role communication plays in managing conflict, equipping managers with the tools to confidently navigate difficult conversations.
- 4. The Art of Coaching:** This module equips participants with essential coaching skills to drive individual and team performance. They will learn the importance of coaching, how to spot-check tasks to ensure expectations are met, and techniques for delivering informal and formal feedback to improve performance. Additionally, this module will cover meaningful ways to recognize and reward a job well done, ensuring motivation and continued improvement.

"The Leadership Performance Program has provided the perfect content to turn our managers into leaders. Easy to follow content, interactive and relevant. The ease of application in the work place ensures that leadership becomes a habit and not a task or tick box. It has changed our culture for the better."
—Petru Domingues, People & Culture Manager, New Zealand Hotels

5. **Building a Great Team:** This module helps participants understand the core dynamics of a great team and what a leader can do to elevate their team's performance. Participants will discover how to get aligned behind a shared mission, understand the dynamics of trust, and learn how to utilize the company values to elevate performance.
6. **Sparking Creativity and Innovation:** Participants will learn about creativity and innovation and how to instill these in their teams and businesses. Participants will learn to overcome stagnant thinking and get their people thinking outside the box.
7. **Champion Inclusion:** Participants will learn about the leadership expectations that will help them be successful in their roles, specifically "Champion Inclusion." This module will provide an overview of what bias is, why it's important to recognize it, how to address and combat unconscious bias, and how to create an inclusive environment for all team members.
8. **Be Intentional with Your Time:** Participants will learn about the four B's of intentional scheduling: Boundaries, Blocks, Breaks, and Business Administration. They will also understand their high-priority activities for both their professional and personal lives and how to build a weekly schedule.
9. **Lead Yourself First:** We put many demands on a manager to lead and develop others, and yes, not enough is done to help managers deal with stress, maximize their energy, and maintain their well-being at work. Participants will learn about the importance of listening to themselves and others, the impact of ongoing stress both in and outside of work, how to reset energy and stress levels throughout the day, and how to develop a support system at work that will help them perform at their best professionally and personally.
10. **My Authentic Leadership:** Participants will learn how to define their leadership brand and tell its story. Too often, managers only define their leadership story based on the tasks they complete and experience in various roles. This module helps managers understand their leadership brand, which includes their sense of purpose and their values and how to align them with the company values. It allows managers to identify their strengths and weaknesses and tell the story of how they impact their team. Participants will also define their leadership brand vision, which considers how they want to be known as a leader, and then consider the actions that they must focus on to make that vision a reality. Managers walk away with being able to articulate their leadership brand and understand the actions they must take to bring that brand to life.

One-on-One Coaching

The program also provides participants with two one-on-one 60-minute coaching opportunities.

Monthly Thought Leadership Newsletter

Participants will receive monthly newsletters that include a collection of relevant media, thoughts, and reminders on leadership and how they can continue to grow.

Executive Recap Notes

Direct managers of all participants will receive recap notes based on each module. These one-page overviews will outline the key ideas covered in each module to encourage content-specific discussions to support participants' learning.

Retail Investment

\$3,000.00/person (minimum of 12 participants/maximum of 24 participants per cohort)

