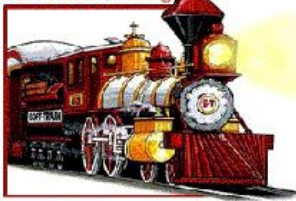


Soft-Train



*At Soft-Train
Technology Works*

Team Building for First-Time Managers (2 Days) ST00104

COURSE GOAL: Discover how leadership and management style influences the success of team members.

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Make the transition from team member to team leader.
- Understand the difference between a team and a work group.
- Hold team members accountable.
- Make their teams more productive
- Manage challenging situations and resolve conflict within a team.

KEY TOPICS:

I. Leading People

- A. What Do Employees Want
- B. Turn On Talent... And Turn Off Turnover
- C. Unleash Their Productivity
- D. Balance Their Work and Life

II. Different Strokes

- A. Individual Differences
- B. Embrace Diversity
- C. Get a Grip on Generations
- D. Focus on Ability

III. Leader Effectiveness

- A. Open Two-Way Communication
- B. Tell Then What Worked... and What Didn't
- C. Ask Them... Then Listen

IV. Optimizing Contributions

- A. The Three Strategies... and a Precursor
- B. Diagnose Problems
- C. Coach the Good Ones... and Not So Good
- D. Mentor the Great Ones
- E. Turn On Teamwork

V. Personal and Interpersonal Effectiveness

- A. Life Skills
- B. Blow Away Burnout
- C. Stay on Top of Stress
- D. Accentuate the Positive
- E. Assert Yourself... and Deal with "Difficult" People
- F. Own Your Anger... Don't Let It Own You

**G. Rise to the Challenge of
Change**

VI. Eliminating Conflict

- A. Barrier to an Effective
Workplace**
- B. Prevent All Forms of
Harassment**
- C. Prevent Workplace
Violence**
- D. Defuse and Protect**
- E. Afterword**