

Leadership In Action

Multimedia Training System



Fortune's core leadership program builds street-smart management skills. It develops the ability of managers to lead using practical, actionable, skills that engage people and grow productivity.

"Fortune's process has already enabled the senior management team to get a clear focus on our business development priorities and action plans."



"Our managers have successfully delegated responsibility rather than just tasks. And when difficult times have emerged, we have known how to lead our people and maintain a degree of consistency." Containers Packaging



"Our managers and crew leaders have a greater understanding of the need to deliver on agreed actions and outcomes. They have also been able to utilise the powerful leadership and management tools within the process to coach and counsel their staff on the job."



Program Objectives and Content Outline

'Leadership In Action' is a video based, multimedia training system. The program can be **delivered to 2 or 20 people**, by HR personnel or managers, over 2 full day workshops or as a series of 2 hour bite-sized sessions. It is also used for coaching and retraining.

Managers develop practical leadership skills, including how to:

- drive execution of strategies and plans
- boost rather than filter communication
- create employee engagement and eliminate distrust
- clearly communicate responsibilities and expectations
- develop and coach direct reports
- positively manage poor performance
- manage change and help people accept and adapt
- build belief in the organisation and its mission

'**Leadership In Action**' is a proven instructional system for growing the leadership capability of any management team.

LEAD
SELL
PERFORM
GROW





Our multimedia leadership development system comprises:

- eight video modules on DVD
- 'how to' guide (facilitator manual for group training sessions)
- participant workbook
- program audio library on CD



The content of Fortune's leadership development system includes:

Module 1 Today's Challenge: Leadership

- Prerequisites for business success
- Management vs leadership responsibilities
- Attaining predetermined objectives
- Leadership is a skill; driving strategic execution
- Creating voluntary cooperation and effort
- Eliminating distrust to build productivity

Module 2 Why We Fail To Lead Part 1

- Negative impact of management errors
- Boost, not filter, key corporate messages
- Accepting personal accountability
- Developing strong people and teams
- Eliminating the we/they syndrome
- Management time pressures
- Using problems to attain objectives
- Being the leader, not a best friend

Module 3 Why We Fail to Lead Part 2

- Measuring performance
- Setting standards to build pride
- Developing direct reports
- Being a problem finder
- Providing recognition to people at every level
- Understanding what motivates people
- Eliminating employee adoption

Module 4 How to Structure for High Level Performance

- Why people fail to perform effectively
- Structuring jobs to build employee value
- Creating confidence and competence
- Clearly communicating expectations
- Recommendations for inducting new hires
- Effectively measuring performance

"We provide training continually in bite-sized segments so that participants can spend time discussing and understanding why, how, when, where and with whom they can use the approach or techniques." **Vera Randall**

Franchise Manager
Just Better Care



Module 5 How to Train and Coach for Results

- Change means train; creating the desire to learn
- Ensuring people know how to do the job
- Training should build confidence
- Proven three step model for training
- Building one-on-one coaching skills
- Changing behavior is a process
- Consequences must be in balance

Module 6 How to Confront Incompetence and Redirect Behavior

- Leaders do not condone incompetence
- Rules for confronting poor performance
- How to confront quickly and effectively
- How to solve the problem
- Techniques to redirect negative behavior
- Positively reinforcing desired behavior
- Leadership self assessment checklist

Module 7 How to Facilitate Change Effectively

- Some people resist, some embrace change
- Change involves pain; benefits must outweigh
- Change is always preceded by dissatisfaction
- Mindsets of people when involved in change
- Basic human motivations that drive change
- Why people must understand the purpose
- Techniques to sell and facilitate change

Module 8 Belief: The Foundation of Success

- Difference between success and failure
- Behavior change comes from thinking
- How to elevate a person's thinking
- Understanding and building self esteem
- Dealing with 'where is the value to me'
- Approaches to growing performance
- What top performers believe in
- Leaders build people's belief

"The leadership program was certainly of immense benefit in terms of building a team relationship within our organisation. It provided a solid platform to communicate ideas more succinctly and manage our business better." **Warner Bros Video**

