



BUSINESS ISSUE

This course will expand on each leader's ability to listen, give and receive feedback and provide performance management in order to develop high-performance teams and generate outstanding results. Participants come to better understand their role as a leader of others, responsible for world-class communication and productive relationships. Participants engage in experiential exercises that provide extensive opportunities to practice listening, delivering effective feedback and managing employee performance. To ensure changed behavior and improved results, participants practice their new skills and create an action plan to implement them.

LEARNING OUTCOMES

You will learn to:

- Recognize and understand the role of the leader in managing the performance of employees
- Analyze and implement the techniques of effective listening
- Listen to understand and get results
- Know how to give clear, effective and actionable feedback to others
- Use the most effective feedback style for specific situations
- Understand the impact of the leader on employee performance
- Use communication and coaching techniques in difficult situations

AGENDA

Introduction

To set context and raise awareness, participants will engage in discussion and debate about the leader's role in listening, feedback and performance management.

Listening Participants learn effective and timesaving communication behaviors that are essential to increased productivity, accuracy and efficiency. Participants will learn how to establish a common language within their teams, ensure clarity and avoid misunderstandings.

MultiPlex™

Multiplex is a simple, yet intellectually challenging activity that will clearly illustrate the need for listening, input gathering and sharing information in order to make best decisions and deliver on expected results. Participants will often default to believing they have all the right answers and therefore not truly value the input that others can provide.

Feedback

As leaders, one of the most crucial behaviors is to know when, and how, to give and receive feedback. Participants will learn the impact of feedback on employee performance. When providing feedback to employees, leaders must always speak the truth, speak with tact and speak about consequences.

Configurations™

Configurations drives productivity and results through feedback and improved interpersonal communication. This exercise challenges teams to achieve 100% accurate understanding as quickly and efficiently as possible. Teams will must support each other and provide feedback quickly and effectively to be successful

Performance Management

Leaders are people that have the ability to see strengths and weaknesses in employees, and know how to effectively manage employee performance. Participants will learn how to be an effective manager and coach using the Performance Management Cycle™

Silver Eagle Aeronautics™

In this highly interactive experience, participants work in teams to provide direction and coaching for various tasks. As a result, participants will experience for themselves the need for successful performance management and an effective coaching process to maximize results.

Personal Commitment

Each participant will have an opportunity to internalize the key content from the program and make a personal commitment to specific and actionable behavior in order to guarantee success



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