

ESTABLISHING TEAM VALUES	Learn the importance of team values and discover how to clearly define them.	<ul style="list-style-type: none">• Self-assessing your own values• Aligning values to rewards, recognition, and performance
MOTIVATING YOUR TEAM	Explore how to create a positive work environment and leverage each team member's personal motivators.	<ul style="list-style-type: none">• Creating a positive and safe environment• Personalize approach to individual motivators
LEADING TEAM MEETINGS	Learn how to effectively lead team meetings from prep, to facilitation and follow-up.	<ul style="list-style-type: none">• Effective meeting preparation and follow-up• Facilitation best practices
CONFLICT RESOLUTION	Find out simple strategies for managing conflict, including identifying conflict styles and adapting your approach.	<ul style="list-style-type: none">• Identify conflict styles• Pause and adapt your style before reacting
EFFECTIVE 1-ON-1S	Discover 1:1 best practices, including how to ask open-ended questions and engage in active listening to build relationships.	<ul style="list-style-type: none">• Effective listening• Asking open-ended questions• Empowering team members to own their development
GOAL SETTING	Learn the ins and outs of SMART goals and how to implement them with your team to help them grow.	<ul style="list-style-type: none">• SMART goal setting and progress tracking• Supporting team member development
COACHING	Master basic coaching techniques like the GROW model and learn how to recognize and avoid common mistakes.	<ul style="list-style-type: none">• Leverage the GROW model for effective coaching
GIVING FEEDBACK	Identify best practices for giving feedback and building a feedback-forward culture.	<ul style="list-style-type: none">• Delivering effective SBI feedback• Modeling desired feedback behavior
PERFORMANCE MANAGEMENT	Explore performance management best practices, including how to manage Performance Improvement Plans.	<ul style="list-style-type: none">• Awareness of why performance issues arise• Creating effective PIPs
DELEGATION	Learn why delegation is a critical leadership skill and things to keep in mind when delegating.	<ul style="list-style-type: none">• Five steps of effective delegation• Delegation best practices and how to overcome obstacles to delegation