THE UNWRITTEN RULES OF MANAGING UP: SURVIVING THE "DIFFICULT BOSS"…AND THRIVING

Unfortunately, too many corporate workplaces have degenerated into an "us" vs. "them" mentality where managers and subordinates talk past each other, label the other as "difficult", and miss valuable opportunities to team and collaborate for joint success. A key to success for virtually everyone in the workplace is adopting a "managing up" mentality that focuses on how each of us can help our bosses (and other senior leaders) be successful – even if they're not the "perfect boss". This presentation defines "managing up" – what it is/isn't, then explores proven techniques for managing up with a few common varieties of the "difficult boss":

"THE TORNADO"
I hope you don't mind me intimidating everyone with my overbearing nature at your team meetings… I'm just trying to help you speed things along.

"THE CLUELESS CHAMELEON"
I'm not exactly clear on what I'm looking for, but I'll be sure to hold you responsible when I don't get it!

"THE WISHFUL THINKER"
Would you please boil the ocean? (and solve world peace too while you're at it)

"THE MICROMANAGER"
"I know I asked you to manage this one, but I've got a few ideas on how you should handle it….and could you give me a daily update just to be sure we're on the same page?"

Participants will learn …
• Techniques for effectively managing an overbearing or chaotic personality type
• How to use risk analysis to present sensitive information and manage difficult discussions
• The benefits of using team charters and other techniques to provide clarity in low communication environments

For an introduction to this topic area, please watch this brief training video.

SECRETS OF THE THOROUGHBRED LEADER

Think back to the best leader you ever had. Did they have a magical quality that made you want to walk on hot coals if they asked? Do you have those same leadership qualities? Oftentimes, we assume that being that "great leader" is out of reach for us because we don't have that charismatic personality, but that's not true! Most of us can dramatically improve our leadership abilities and become the leaders that teams love by rebalancing our task/relationship focus. This presentation explains why the "Thoroughbred Leader" is not only respected but embraced. We will share characteristics that define the "Thoroughbred Leader and explain how their approach differs from other leadership styles. You will learn intervention techniques that leaders can use to manage delicate conflict situations and also learn why it's critical to establish team charters. You will leave with specific tools and techniques that you can implement immediately to enhance your leadership skills!

Participants will learn …
• The special sauce that makes amazing leaders amazing
• To identify their placement on the "Task/Relationship" leadership style continuum
• Strategies Thoroughbred Leaders use to proactively build a culture of accountability
• How Thoroughbred Leaders set goals that truly motivate
• Techniques that Thoroughbred Leaders use to communicate clearly
• Specific tools and techniques that leaders can use to clarify expectations and get everyone on the same page
• Tips for delegating smart (and being able to still sleep at night)

For an introduction to this topic area, please watch these two training videos: 3 Leadership Styles and Becoming a Thoroughbred Leader.

NO MORE SLACKERS!!! BUILDING A CULTURE OF ACCOUNTABILITY IN YOUR ORGANIZATION

Organizations thrive when individual departments or business units are highly collaborative and accountable to one another. Similarly on an individual level, team success often hinges on its ability to foster a group of highly accountable individuals. Unfortunately, too often managers and team leaders are saddled with "slackers" who simply don't follow through on tasks or action items as promised. This presentation explores this accountability dilemma and provides specific facilitation techniques that you can use to foster a culture of accountability within your team. It is this "culture of accountability" that encourages each team member to place a higher priority on following through on tasks, respect due dates, and ultimately focus on coming through for the team every time! We will explore the importance of action items – how to document/assign them the right way and how to manage them on an ongoing basis. We will also explore different options for how to communicate with the slacker team member and provide a recommended approach that insists on accountability while maintaining positive relationships. Don't let slackers drag down the productivity.

Participants will learn ...
• What a "culture of accountability" is and why it's important
• Techniques for infusing accountability into the "team DNA"
• Best practices that leaders can use to encourage individual accountability and set someone up for success
• The importance of balancing focus on accountability and relationship building/maintenance

For an introduction to this topic area, please watch this brief training video.

PITCHING YOURSELF WITHOUT A PUBLICIST

A top-notch publicist is typically well worth the investment, but most entrepreneurs, executives, and experts either don't have that access or simply can't afford one. The truth though is that you don't need a professional publicist to get great publicity. If you're ready to step up your game, build your brand and increase your credibility, stop waiting to be discovered and start pitching yourself for valuable print media exposure! During this engaging session, we'll demystify the pitching process and provide a formula that you can use to secure valuable print media exposure to promote your business or yourself!

Participants will learn ...
• How to curate a tailored journalist target list
• The five elements of a great pitch
• Techniques for making your pitch stand out
• Common pitching mistakes and how to avoid them
• Strategies for leveraging your media mentions to build your credibility, brand and/or business

For an introduction to this topic area, please watch this brief video.

PROJECT MANAGEMENT SECRETS TO ENHANCE YOUR LEADERSHIP SKILLS

Today's leaders are being asked to do more with less in increasingly challenging workplace environments, and the undeniable truth is that "project management" isn't just for project managers. Virtually everyone will manage a project at some point in their career. Project managers are constantly tasked with simultaneously controlling time, cost, and quality while being challenged to motivate their cross functional teams. Many of these project management principles can easily be applied to enhance leadership abilities as well. If you're a leader who is often frustrated by unwieldy kickoff meetings, project surprises and scope creep, and frequent team miscommunications, this presentation is for you! You will leave with specific tips and techniques you can begin to use immediately to enhance your leadership abilities.

Participants will learn ...

• Best practices for effective project kickoff meetings
• The benefits of using a project charter and scope analysis to help get stakeholders on the same page
   before the project begins
• The building blocks for developing an effective project schedule and supportive processes
• Best practices to enhance team communications and encourage a culture of candor
• Specific project management techniques that any leader can apply to enhance individual and team effectiveness
• The importance of conducting risk analysis early on

For an introduction to this topic area, please watch these this training video.

FACILITATION SKILLS FOR THOSE TRICKY MEETING SITUATIONS

As individual contributors and business leaders we're often charged with leading meetings and guiding a team towards a common goal. But what do you do when you've got a group of difficult personalities to contend with in your session? This can be a particular challenge as leaders feel the need to firmly and confidently address issues as needed while also maintaining positive relationships with team members. If you're often flustered by difficult personalities in your meetings and not quite sure how to manage them effectively, this presentation is for YOU! When you use these tips and techniques, you will not only benefit through increased productivity but also enhance your credibility with your team. Whether you are new to the workforce or a seasoned executive, these are the facilitation secrets you need to know!

Participants will learn ...

• How to use facilitation techniques to help a team reach a goal
• Techniques for effectively managing the slacker/unprepared meeting attendee (case study presented)
• How to address the dominator without shutting them down
• How to reign in the rambling attendee and keep your meeting on track
• Tips for making meetings more efficient

For an introduction to this topic area, please watch this brief training video.

LEADERSHIP STRATEGIES FOR ENGAGING THE DISENGAGED

Today's Arguably, workplaces have changed forever. On the heels of the Great Resignation and a trend towards "quiet quitting," leaders of the future are expected to not just focus on tasks and processes but also attend to attitudes, interests and emotions. Indeed, the term "people manager" has become somewhat redundant as virtually every leader is now expected to attend to people first, results second. Part of this universal leadership responsibility will be to engage the disengaged, those who seem somewhat checked out, underwhelmed or disconnected from the team's mission and work. This presentation offers specific, practical strategies that every leader should have in their toolkit that will help them actively engage and support those team members who may no longer be fully onboard.
abilities.

Participants will learn how to...
- Diagnose individual team member engagement concerns
- Challenge and reassess your own leadership expectations
- Revisit team culture for appropriate boundaries
- Build connections proactively to encourage openness and willful sharing
- Tailor responses to individual circumstances
- Identify poor role fil situations

For an introduction to this topic area, please watch these this LinkedIn Learning course.

BUILDING A CULTURE OF CANDOR TO SPARK INNOVATION

Innovation doesn't happen everywhere – it requires a culture of candor where honest feedback, questioning and pushing back are not just tolerated but weaved into the identity of the organization. That type of cultural identity doesn't happen by accident, but it can be cultivated with intention and persistence. In most organizations people are hesitant to speak up because they don't want to make waves, go against the grain, ask "stupid questions" or be viewed as difficult. Indeed, Google's ground-breaking research found that the #1 determinant for team success is psychological safety. Teams with high levels of psychological safety are poised to support a culture of candor that enables and supports risk taking, speaking up, asking hard questions and other habits and traits that produce optimal results and spur innovation. A key challenge that organizational leaders face is *how* to develop that culture of candor. It's easy enough to say but hard to do. This presentation shares specific techniques that project managers, team leaders and organizational leaders can use to increase psychological safety and build a culture of candor within the team. We'll explore best practices and practical techniques that will help leaders not just talk the talk but walk to build a psychologically safe environment that sets the stage for optimal results.

Participants will learn ...
- What psychological safety is and why it matters
- Dangers of low candor teams
- How questions improve outcomes
- Techniques for eliciting feedback in early teaming stages
- Techniques for eliciting input from quieter team members
- How leaders can reward innovative, out of the box thinking

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