

LEADERSHIP OF OTHERS

Touching lives!

Designed from a customer centric perspective, these conversations will introduce you to a paradigm where duality is irrelevant and where unity towards the customer's results is of the utmost importance. Moving beyond the arguments, self protection, politics, blame games or display of ego, we invite participants to leave every interaction with more power than when they started it.

One important part of this series is the understanding of various personalities: a game changer that will simplify this mission for you and greatly reduce the challenge to interact with challenging characters.

Module	Content	Duration
Be a force for good	<ul style="list-style-type: none"> Boost the structure! How to embrace and drive the change. 	90 mins
<i>Homework</i>	<ul style="list-style-type: none"> What kind of internal customer are you? 	30 mins
Higher level of service	<ul style="list-style-type: none"> How to create raving fans? How to drive a customer centric process effectively. How to improve all professional relationships. Understand the ripple effect. 	90 mins
<i>Homework</i>	<ul style="list-style-type: none"> Fill in the team's emotional credits grid. 	60 mins
Manage relations between colleagues and clients with the help of the 4 colors.	<ul style="list-style-type: none"> Introduction to the theory of personalities. Understand the different styles of each color. How to work effectively with each color. 	90 mins
<i>Homework</i>	<ul style="list-style-type: none"> Identify the colors of 4 members if your team (5 minutes per employee). Put in place new habits to deal with each employee's specific style. 	60 mins
Communication mastery	<ul style="list-style-type: none"> Pick the right tools. When to use phone, email, texts, voicemail? How to communicate more effectively? The art of listening. 	90 mins
<i>Homework</i>	<ul style="list-style-type: none"> Install 3 new protocols. 	60 mins

Your credibility score	<ul style="list-style-type: none"> • The follow-up and integrity paradigm. • BeOnTime • The impact of your credibility score 	60 mins
Homework:	<ul style="list-style-type: none"> • My integrity survey and my 3 commitments. 	30 mins
Coaching	<ul style="list-style-type: none"> • Review and discuss. 	90 mins (30 mins with Ambassadors balance in a group format)
Optimise Relationship Interventions	<ul style="list-style-type: none"> • Find the courage to intervene and present the mirror. (Accept the facts). • How to deliver with authenticity. • How to be a great team player. 	60 mins
Homework	<ul style="list-style-type: none"> • Conduct a winning relationship meeting. • Bonus: Select a high value target (inter departmental). 	60 mins
Meeting of the Minds	<ul style="list-style-type: none"> • The right meeting for the right crowd. • Get clear on your goal. • Choose the right format. • Prepare for the audience. • Practice and uncover pitfalls. • Install security mechanisms. 	120 mins
Homework:	<ul style="list-style-type: none"> • Fill in your meeting boxes. • Prepare and practice with the meeting creation template. 	30 mins
Coaching	<ul style="list-style-type: none"> • Review meeting results. 	60 mins.
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Graduation Seminar: Leadership of Others	<ul style="list-style-type: none"> • Recognize those who did outstanding. 	60 mins