

Directing Staff & Performance Management

Presented by Marguerite McLaughlin

The Leadership Challenge

- Understand your role as a Leader in communicating expectations, providing clear direction and continuously monitoring performance.
- Discuss the secrets of delegation, flexibility, accountability and trust.
- Learn ways to provide meaningful feedback to staff regarding job performance.
- Understand ways to coach poor performance and draw out the best in others.

Segment 1 It's All About YOU!

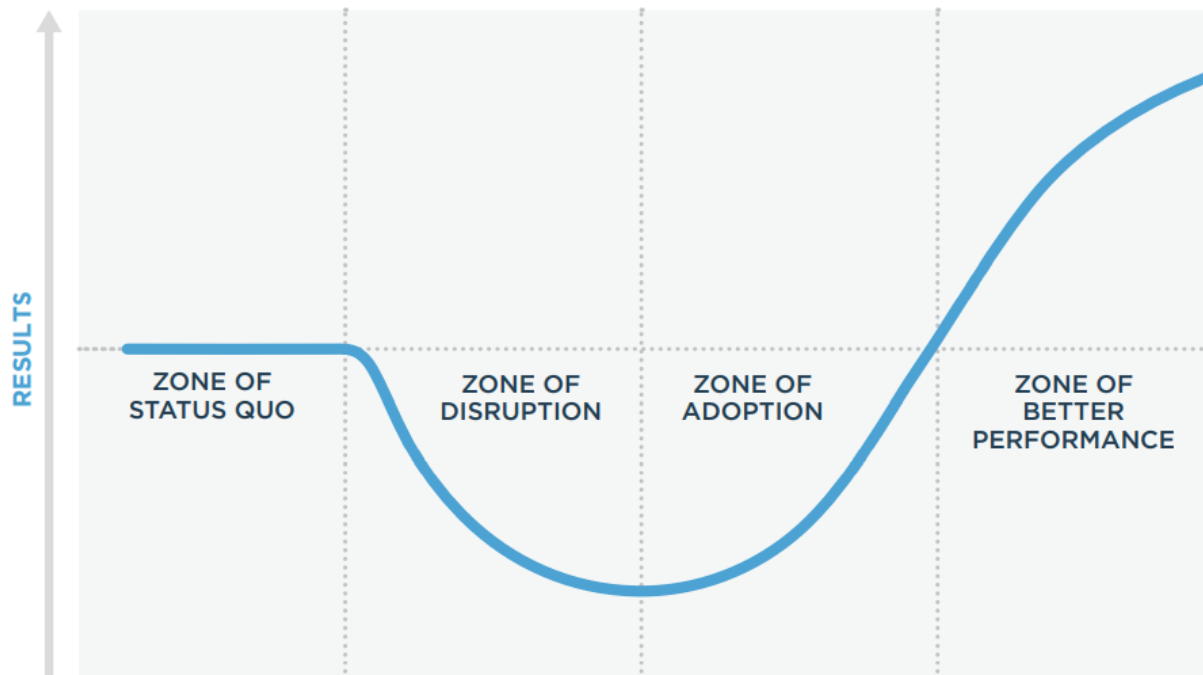
- a. Change your mindset as a leader
 - i. Individual contributor Mindset
 - ii. Leader Mindset
 - iii. Exercise 1
- b. Connect with each individual
 - i. How long an employee stays and is productive is directly related to their relationship with you, their immediate supervisor!
- c. Plan with your team, not for the team
- d. Feedback isn't Fixing
 - i. Unleash potential
- e. Help your team navigate change
- f. Don't neglect your wellness

Exercise 1 Identify the paradigms that make you successful as an individual contributor compared to being a leader.

Individual Contributor Mindset	Leader Mindset

Insights:

Exercise 2 Where are you?



1. How do people feel in this zone?
2. What action do you need to take as a leader?
3. What's the key take away for this zone?
4. How can you prepare for the next zone?

Insights:

Segment 3 The Leadership Challenge

- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart

Homework