

TRAINING



Meeting the needs of the new global marketplace with a flexible, total-systems approach

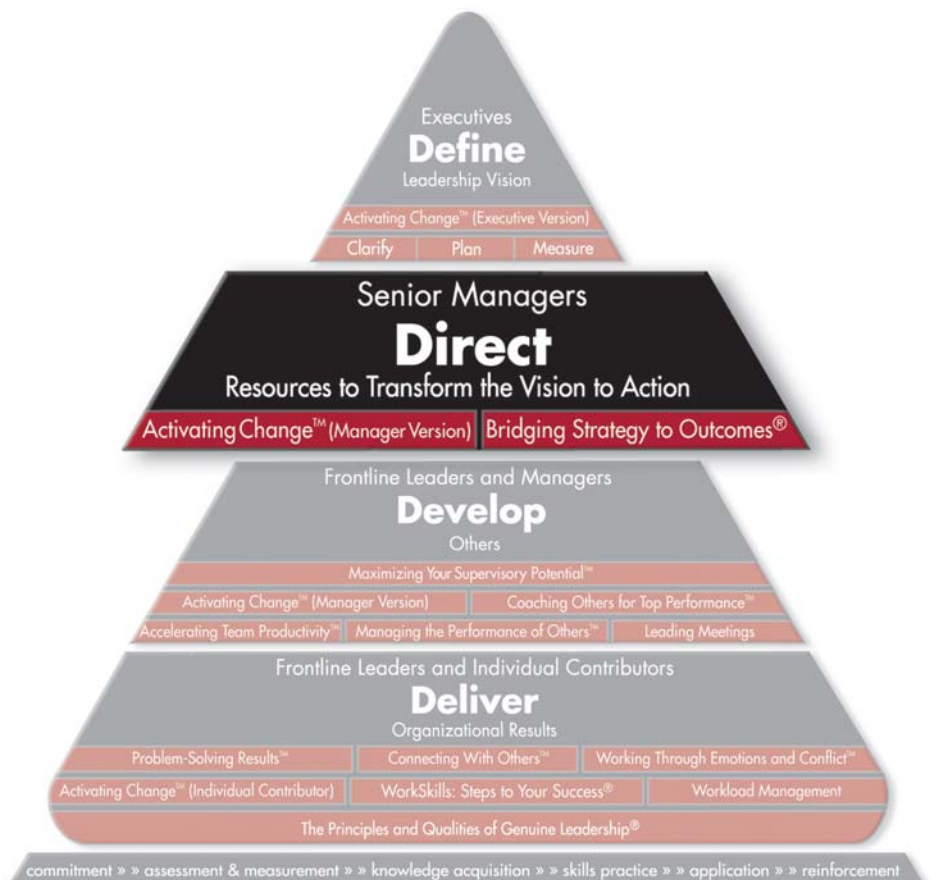
Achieving Results Through Genuine Leadership™

Direct Level Programs

Senior Managers DIRECT Resources to Transform Vision to Action

Senior leaders are the critical link between executive strategy and day-to-day outcomes. They bridge top-level thoughts and plans to action at lower levels, inspiring employees while impressing executives with results.

At the Direct Level of our *Genuine Leadership™* system, we offer one workshop designed specifically for senior managers:



NEW!

Activating Change: Executive Version

Executives are responsible for creating a change-capable organization, able to respond quickly to marketplace and customer demands. This executive session prepares the leadership team to work collaboratively to drive their organization forward. Unlike other executive development programs, this is not about individual skill development. Instead, it prepares the leadership team to focus on unique opportunities for making change happen successfully.

About AchieveGlobal

AchieveGlobal is the world leader in helping organizations translate business strategies into business results by developing the skills and performance of their people. We are a single resource for aligning employee performance with organizational strategy through training and consulting solutions in sales performance, customer service, leadership and teamwork.

With 75 offices in 43 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you, too.



achieveglobal[®]

*Strategy to Results
Through People*

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During the one-day workshop, executives will complete a variety of individual and group discussions and activities that explore the following topics:

- The change-management roles and responsibilities of an executive
- Maintaining the pace, tone, and level of change in the organization
- Crafting and delivering a change message
- Creating a change-capable workforce
- Monitoring change efforts in the organization

At the end of the workshop, executives will be able to:

- Understand the strategies and practices of effective change management.
- Reach agreement on the key dimensions of the organization's change initiative.
- Demonstrate leadership practices essential for a change initiative.
- Take high-payoff actions to build change capability in the organization.
- Create momentum for the organization to successfully achieve vital changes.

Bridging Strategy to Outcomes™

The central challenge for today's managers is to bridge the gap between strategic goals and day-to-day operations. Pulled in many directions, these managers must address complex business issues, implement directives from senior leadership, and meet the human and operational needs of direct reports and frontline employees. *The Bridging Strategy to Outcomes™* workshop helps senior managers build commitment and focus effort at every organizational level. Participants master and apply key interpersonal skills, which have been fine-tuned and framed for this audience. Participants also acquire the interpersonal skills needed to meet the challenges of their roles as managers of other managers.

Content

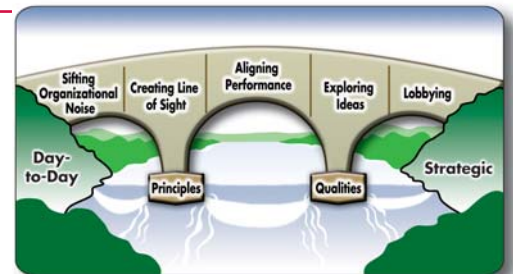
Effectively negotiating today's complex organizational terrain—and retaining balance while standing with one foot on each shore—requires the consistent use of the skills illustrated in the model below. In this two-day workshop, participants hone these skills to help them be successful at building bridges to action.

Day 1

- *The Principles and Qualities of Genuine Leadership™* serve as a strong foundation for the interpersonal skills managers need to turn strategy into day-to-day action.
- **Sifting Organizational Noise** helps managers quickly sift through the influx of information they receive on a daily basis and extract the "nuggets" that could impact business results.
- **Creating Line of Sight** is a skill managers can use to help others understand where the organization is going and the important roles they play in accomplishing organizational goals.
- **Aligning Performance** involves two skills that managers can use to help people recognize how their performance contributes to or detracts from the organization's direction. **Recognition** helps managers reinforce performance that supports the identified direction.

Day 2

- **Aligning Feedback** provides a constructive approach to identifying how performance can be improved.
- **Exploring Ideas** is a skill that managers can use to help others share their ideas and engage in active discussions that can bring out their best thinking.
- **Lobbying** can help managers involve others, gain support, and secure resources for executing strategies that lead to business results.



Outcomes

At the end of the two-day program, participants will be able to:

- Seek out, clarify, and confirm ideas and information.
- Describe organizational issues and strategy in a compelling way.
- Recognize the challenges and benefits of giving feedback.
- Focus individual action on issues through feedback.
- Explore useful ideas for turning strategies into action.
- Lobby for the support and resources needed to address key organizational issues.