

## Intentional People Leadership Training

### Overview

There is no responsibility more important in an organization than leading its people. Research shows that an engaged workforce is a clear competitive advantage and that 84% of how employees feel about their organization is driven by their immediate manager. People leaders set the tone, and their actions directly influence the culture of the organization and commitment level of their team. This 4-day course focuses on training leaders to lead intentionally, creating a culture of commitment and engagement within their team.

**Who is this training a fit for?** This training program provides people leaders across all industries with specific actionable strategies and tools that they can use with their teams immediately. It is also highly effective for individuals in HR or leadership roles who provide support and advice to people leaders.

### Course Details:

Executed in 4 days of training

### Learning Outcomes – Leaders will be able to:

- Define their role and their responsibility to their team.
- Develop a personal leadership philosophy to strive towards.
- Identify the four most common reasons why employees miss expectations.
- Diagnose performance problems, determine the appropriate problem-solving tools and successfully resolve issues.
- Execute successfully on performance problem solving conversations with their team.
- Effectively utilize a mix of rewards and recognition.
- Develop leadership habits that are sustainable long term and are used to create a collaborative work environment
- Leverage the knowledge of their team to build commitment.

*"There are many leadership development courses, and then comes along an Intentional People Leadership course that lives up to its name and actually delivers true value. Why? The course is highly practical, relevant, and builds "intentional" skills that help leaders execute daily in team settings. A key focus is on the individuals that make up the team. Do you want compliant or committed employees? This shows you how to move the needle with success. Over thirty leaders and influencers have attended from ONE Insurance with significant after-course results. Practise makes perfect, and this course sets you on a path to help your leaders skillfully and intentionally lead teams. I highly recommend. Best course in my 30+ years in management."*

Chuck Wilson  
CEO, One Insurance

## Day One

### **Section 1: What is Leadership? The Role and Responsibility of a Leader**

- What makes a great leader?
- The role and responsibility of a leader
- Measuring the strength of your team
- Your Leadership Values

### **Section 2: Collaborative Leadership**

- What is Collaborative Leadership?
- Promoting an environment of Collaborative Leadership
- Commitment versus Compliance
- Explaining the WHY

### **Section 3: Intentional Communication**

- Best practices
- Structuring your message
- Transformational Communication

### **Section 4: Situational Leadership**

- Know your people
- Autocratic, Authoritarian, Democratic, Permissive

### **Section 5: The Responsibility of Authority**

- Consensus is a nice idea
- Respect versus friendship
- Chain of Command

## Day Two

### **Section 6: Setting Expectations**

- Why set expectations?
- Communicating expectations
- Leading by example

### **Section 7: The Start of Performance Problem Solving**

- Areas of performance
- Understanding the WHY
- Starting the Conversation
  - Typical mistakes or pitfalls
  - The importance of starting the conversation correctly
- Diagnosing the Problem
  - Motivation versus Ability Issues
  - What questions to ask

### **Section 8: Dealing with Ability Performance Issues**

- Diagnosing
- Internal Ability Issues
- External Ability Issues

### **Section 9: Dealing with Motivational Performance Issues**

- Diagnosing
- Communicating Resulting Impacts (natural or imposed consequences)
- Mix of an Ability and Performance Issues

## **Day Three**

### **Section 10: Emotional Intelligence for Leaders**

- Developing your EI
- Setting the tone for your team

### **Section 11: Rewards and Recognition**

- Why we say Thank You!
- Positive recognition
- Public versus Private Recognition

### **Section 12: Training & Delegation**

- Explain, Demonstrate, Assist, Critique
- Breaking down sense and meaning
- Don't task, delegate!

### **Section 13: The Performance Assessment Process**

- What are we trying to achieve?
- Conducting the meeting
- Managing difficult PA meetings & messages

## **Day Four**

### **Section 14: Dealing with Emerging Problems**

- Recognizing a problem and understanding the cause
- Dealing with anger and other emotions
- Solving complex problems
- Empathy as a leader

### **Section 15: Leading Through Change**

- Role of a leader during change
- Managing uncertainty

### Section 16: No Neutrality for Leaders

- Leaders make subjective calls
- Managing the outliers
- Dealing with conflict

### Section 15: Building Your Team

- Recruitment and selection
- Building your team

### Section 17: Building A Commitment Culture

### More Endorsements for the Intentional People Leadership Program:

*"It is with pleasure that I recommend the Intentional People Leadership Training program provided by Jane Helbrecht of Acuity HR Solutions. This course is the perfect blend of important leadership concepts with practical applications sourced from several years' experience across various organizations and industries. By bringing together a cross section of management professionals, Jane was able to facilitate some of the best professional discussions I have had on any topic. As a human resource professional, I gained a greater understanding of how to diagnose the cause of missed expectations, the difference between fostering a culture of commitment versus compliance and the use of practical tools for the difficult problem solving conversations every manager must have with employees. Whether you are an experienced leader looking to enhance your leadership skills or new to a leadership role and wanting to acquire a foundation for success and growth, you would be hard-pressed to find either a better course on leadership or a superior facilitator."*

Philip Portelance  
HR Manager, The Winning Combination

*"Acuity's take on leadership development is refreshing. Their Intentional Leadership program validated what I'm doing right, highlighted areas of personal growth opportunities and provided useful, easy to apply practices that I'm actively working at back on the job."*

HR Manager  
Commercial Real Estate

*"A short while ago I took on a new position in my company as production manager. Due to the nature of this job, I found myself dealing more and more directly with individuals. As this was a new experience for me I felt the need to improve my ability to interact and deal directly with different situations as they arose. I enrolled in the Intentional People Leadership Training with Acuity HR with the goal of improving how I deal with individuals and their unique characteristics. I am thankful to note that my decision to enroll in this course was the right one. After only a very short while I find myself already using the skills that I gained from taking the program."*

Production Manager  
Manufacturing

**Testimonials Continued:**

*“Participating in the Leadership Training with Acuity HR provided me with a new perspective on the importance of growing a committed and effective team. The professionals at Acuity taught me about character, and really communicated not only how to be an intentional leader, but the importance of implementing these practices into my daily work. The atmosphere was welcoming to questions and offered in a discussion format that allowed everyone to participate and express opinions. I would highly recommend the Acuity team and their training program to any individual or organization looking to invest in strong leadership.”*

HR Leader  
Construction Industry

*“My Assistant Director and I are both new in our leadership role, and it was suggested that we use some of our staff training budget dollars on leadership training for the two of us. After researching the local universities and community college and not being able to locate a program that fit our needs, we were directed to Acuity HR and their Intentional Leadership Training Program. After reading the description of the classes, we were excited to see that it was the exact training that we were looking for. The program was offered over a timely period of four and a half days and covered a variety of topics; all that are essential to anyone in a leadership role. The dynamic training was offered in a context that was both easy to understand and easy to put into action immediately after the first day of training. The facilitators not only shared their knowledge and training expertise but also encouraged the participants to share and discuss their own situations so that we could all collaborate towards finding solutions and becoming the “Intentional Leaders” that we are all striving to be. The training really helps in eliminating the guess work when dealing with challenging work situations and gave me the confidence that is necessary when building an effective team. Whether you are new in your leadership role, or are looking to take your leadership role to the next level, this is the course for you! The only disappointment was when the class ended – we all wanted more!!!”*

Executive Director  
Not for Profit Organization