

LEADERSHIP PLUS MATRIX



| Module Name | Objectives | Skill Points |
|--|--|---|
| <p>Hiring Winning Talent</p> <p><i>Delivery Methods Available: Classroom and Online</i></p> <p><i>Classroom – 8 hours workshop (can be delivered in 2-4 hour workshops)</i></p> <p><i>Online – 3-4 hours</i></p> | <ul style="list-style-type: none"> • Establish an efficient process that will reduce the time it takes to interview and select a qualified candidate. • Maximize new hires' productivity once they join your team by ensuring that candidates are a good fit for the job (both technical and organizational fit). • Ensure team cohesion and support for new hires by involving team members in the process. • Increase the retention of all new hires and in particular reduce turnover during their first year on the job. | <ul style="list-style-type: none"> • Introduce yourself, thank the candidate for his or her interest in the company and the job, and explain the interview agenda. • Review the candidate's resume and ask competency-based questions about his or her background and experience. • Listen, press for specifics, and take notes. • Discuss the job requirements and answer the candidate's questions. • Review your notes and ask for any final clarification of facts and information shared during the interview. |
| <p>Leading Successful Projects</p> <p><i>Delivery Methods Available: Classroom</i></p> <p><i>Classroom – 16 hour workshop (can be delivered in 4-4 hour workshops and is designed for 6-18 participants).</i></p> | <ul style="list-style-type: none"> • Understand the four phases that every project goes through. • Assess the probable impact of a project on business goals. • Determine the roles, tasks and activities needed to complete any project. • Ask the right questions in each phase of a project. • Use a clear system to track project progress and update stakeholders. • Motivate project team members to maintain their commitment and support | <ul style="list-style-type: none"> • Assess the situation by identifying problems and opportunities and determine the priority. • Determine feasibility by identifying alternatives and determining benefits, costs, risk, and choose best solution. • Write goal statement, create objectives, and define roles and responsibilities. • List all tasks required to achieve the objectives. • Identify resources required to complete tasks and assign responsibilities for each task. • Prepare project schedule. • Identify risks and the impact that the risk can cause to a project. • Monitor project and modify project as needed. • Formally close out project by measuring performance against expected performance. |
| <p>Motivating Team Members</p> <p><i>Delivery Methods Available: Classroom</i></p> <p><i>Classroom – 4 hours</i></p> | <ul style="list-style-type: none"> • Improve your team member's performance. • Understand the factors that motivate team members to perform effectively. • Understand how motivation varies from team member to team member. • Distinguish between motivators and dissatisfiers • Learn how to create a work environment for each team member that will motivate higher performance. | <ul style="list-style-type: none"> • Identify factors that motivate team member. • State team member's positive accomplishments. • Ask team member's view of what would enhance or maintain performance • Respond to team member's suggestion(s) and/or offer your own. • Agree on the next step and set up review. |
| <p>Solving Workplace Problems</p> <p><i>Delivery Methods Available: Classroom</i></p> <p><i>Classroom – 4 hours</i></p> | <ul style="list-style-type: none"> • Follow an orderly, step-by-step, problem-solving process • Write problem statement that clearly define problems encountered in work situations • Assess the contexts of problems • Analyze the likely root causes of problems • Involve team members in evaluating root causes and possible solutions • Create plans to implement solutions to problems • Agree and support implementation | <ul style="list-style-type: none"> • Identify the problem • Identify the cause • Select best solution • Implement the solution • Feedback and follow-up |

| Module Name | Objectives | Skill Points |
|--|--|---|
| <p>Retaining Winning Talent</p> <p><i>Delivery Methods Available: Classroom</i></p> <p><i>Classroom – 8 hours workshop (can be delivered in 2-4 hour workshops)</i></p> | <ul style="list-style-type: none"> • Describe the scope and severity of the talent shortage. • Calculate the costs of attrition. • Identify the attrition risks that currently exist within your own team. • Identify what motivates your team members and how to build their commitment. • Use the STARS Model to identify specific retention practices you can personally apply with your team members. • Conduct a discussion with your team members to surface retention needs. • Intervene when you see “early warning signals” exhibited by your team members. • Develop and implement a proactive Retention Action Plan that will reduce unwanted turnover within your work team. | <ul style="list-style-type: none"> • Thank team member and reinforce the value of having the discussion. • Ask questions to identify what’s most gratifying and most frustrating about current projects, work assignments, and/or work in general. • Listen for specifics (especially STARS-related information), paraphrase, and test for themes. • Ask for and suggest ideas on how you can help and support the team member moving forward. • Decide what actions you both will take and set a follow-up date. <hr/> <ul style="list-style-type: none"> • Thank the team member for meeting with you and explain the purpose of the meeting. • Refer to the early warning signal and probe to determine if it represents a deeper concern(s). • Summarize the response from the team member’s perspective and, if necessary, ask additional questions to clarify concerns. • Ask for and suggest ideas for addressing concerns. • Decide what actions each of you will take to address the concern(s) and set a follow-up date. • Thank the team member for being candid and reinforce the mutual value of the business relationship. |

For additional information, please contact:
LaMountain & Associates • 3114 Bute Lane • Richmond, VA 23221-3903
(804) 355-3874 • info@lamountaincoaching.com
www.lamountaincoaching.com