



OUR APPROACH:

There's an **ART** to how we train leaders. For Priceless Professional Development, you're not just a client, we **pARTner** with you by bringing:

- ❑ **Authenticity**- For us, this work's not about a paycheck, it's about caring for the needs of your business and your people. We listen aggressively and then tailor our services to ensure success. We're sincere about making sure your goals are met. So much so, that we measure and report your return on your investment.
- ❑ **Relevant**- We use real-world scenario case studies, along with role play practice sessions and specific, step-by-step conversation models, in every program. Your leaders will have specific tools they can use to immediately improve employee performance. Our trainers have been where your leaders are, we have a combined 35+ years of management and leadership experience in the corporate world.
- ❑ **Transparent**- We don't mind using our mis-steps as examples and lessons for our participants. We believe that transparency is a key missing ingredient in leadership and we willingly demonstrate this trait in our lives and in our courses. We create an open and candid classroom. This improves participant participation and information retention.

PROGRAMS OVERVIEW:

Leader Madness (*Half-day program.*) Leadership is a challenge, whether you're fresh out of college or a 25-year C-level veteran. Thru it all, there are plenty of moments of laughter and truth. In this course, we take a humorous look at the not-so-funny do's and don'ts of leadership. **We establish six keys to effective leadership.** Participants evaluate themselves against this criteria and practice new skills. Each participant leaves with an individual development action plan.

CALL: Competitive Advantage Leadership Life (*One day program.*) Leaders need a go-to skill framework they can use to improve daily interactions with employees. CALL provides that framework with four **essential skills that have been proven to improve employee engagement and commitment.** These four skills make or break all leaders. This foundational course is a requirement for our additional skill-building courses:

High Performance Skill Suite:

- ❑ High Performance Communication
- ❑ High Performance Teams
- ❑ Performance Feedback and Goal Setting

Positive Interaction Skill Suite:

- ❑ Effectively Resolving Conflict
- ❑ Effective Coaching and Training
- ❑ How to Interview and Hire High Performers

Half and Full Day Programs

For more information, call Suzie Price, 770-578-6976, suzie@pricelessprofessional.com
or visit us online at www.pricelessprofessional.com

CALL:
Competitive Advantage
Leadership Life
Program Overview

FOUNDATIONAL SKILLS PROGRAM:

(Half or full day program.)

CALL provides leaders with a 'go-to' skill framework that will improve daily interactions with employees. There are **four foundational skills** that have proven** to improve employee commitment, increase profit, increase customer loyalty and decrease unwanted employee turnover. The ability to effectively use the CALL skills **make or break** a leader's ability to lead effectively:

1. **C**ultivate a Positive Sense of Self in Others.
2. **A**ddress Problems Quickly by Focusing on Behaviors and Facts.
3. **L**ead by Inviting Input and Participation.
4. **L**isten Aggressively.



Using our **ART**form and style of facilitation (**A**uthenticity, **R**elevant and **T**ransparent) participants are actively involved with real-life case studies, video scenarios and real world role play practice sessions, as well as employee feedback about their level of skill in each area.

Participants take with them not only new information, but the **ability to use** these skills immediately. They'll receive a pocket-sized memory jogger card, conversation planning worksheets, a detailed workbook and an individual development plan. Pre- and Post-skill surveys, to benchmark progress and measure return on investment, are included.

ADD-ON 'CALL' PROGRAM MODULES:

Once the 'CALL' program is completed, you can build on the foundational skills with these skill-focused modules:

High Performance Skill Suite:

- High Performance Communication
- High Performance Teams
- Performance Feedback and Goal Setting

Positive Interaction Skill Suite:

- Effectively Resolving Conflict
- Effective Coaching and Training
- How to Interview and Hire High Performers

Half and Full Day Programs

** Journal of Applied Psychology 2002, Vol. 87, No. 2, 268-279;
Business-Unit-Level Relationship Between Employee Satisfaction,
Employee Engagement, and Business Outcomes: A Meta-Analysis.
Gallup Organization, U.S. Immigration and Naturalization Service, University of Iowa.

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ADDITIONAL 'CALL' PROGRAM MODULES:

(Half or full day programs.)

The **Positive Interaction Skills Suite** are individual modules that build on the 'CALL' foundational skills, providing **Conflict Resolution, Hiring and Coaching** expertise:

1. How to Resolve Conflict Effectively

Most employees don't leave an organization only due to pay or dissatisfaction with job responsibilities. The Society for Human Resource Management (SHRM), reported that 21% of employees leave because they're "firing their boss". **Unresolved conflict on a team is one of the main causes** for this "**manager termination**" or the "**I quit and forgot to tell you**" syndrome. Participants will practice conflict resolution with real life scenarios and specific conversation skill steps to address and resolve conflict between team members.

2. How to Interview and Hire High Performers

Hiring the wrong person can cost to **two to eight times** an employee's salary. (Statistic from reference book: **Topgrading** by Dr. Bradford Smart) To paraphrase Jim Collins' findings in **Good to Great**, '*to be great you must focus on getting the right people in the right seats on the bus.*' We reveal **thirteen critical interviewing and hiring mistakes** and provide **detailed solutions and tools to overcome these errors**. Participants will be able to benchmark key talents required for superior performance in their open positions. They'll have 100+ competency-based interview questions, interview preparation worksheets, evaluation forms and more. Your leaders will have the skills and tools they need to get the '*right people in the right seats on the bus.*'

3. How to Effectively Coach and Train Your Team

Effective leaders know how and when to coach. Employees tell us that having someone **take an interest** in their **development**, along with the **ability to learn** new skills is crucial to their **full engagement and commitment** on the job. Leaders learn the **two coaching rules** and practice using **our coaching conversation skill steps** in real-world situations. Participants will have real and practical tools to improve their coaching skills.

All participants take with them not only new information, but the **ability to use** the skills and tools to improve performance, immediately. They'll receive a pocket-sized **memory jogger card**, conversation planning **worksheets**, a detailed **workbook** and an individual **development plan**. **Pre- and Post- Skill Surveys**, to benchmark progress and measure **return on investment**, are also included.

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ADD-ON 'CALL' MODULES High Performance Skills Suite



ADDITIONAL 'CALL' PROGRAM MODULES:

(Half or full day programs.)

The **High Performance Skills Suite** include individual modules that build on the 'CALL' foundational skills: **Team Building, Communication and Performance Feedback:**

1. High Performance Teams

In *The 21 Irrefutable Laws of Leadership*, author John Maxwell wrote about the Law of the Lid which says, leadership ability determines the level of a person's (or team's) effectiveness.. While we have spent time building the skills of the leader, it is now time to equip the leader to build his/her team. In this course, we teach **how to build team clarity and alignment to increase productivity**. We also provide a **clear and concise model for how and why teams work or don't work**. As pre-work to the course, each participant 's team will complete an **online team assessment**, which will be used to develop an action plan for use once the course is completed.

2. High Performance Communication

Communication is about much more than just a conversation. The preparation, tone used and environment are just as important as the words we use. Understanding the **best way to communicate with different people** is essential to success. In this course, participants **complete an online style assessment** that reveals a **four-part framework** that helps leaders learn how their individual communication style and approach can help and sometimes, hurt performance. We also teach **how to adapt** their approach so that each leader can be more effective.

3. Performance Feedback and Goal Setting

The Yale graduating class of 1953 was surveyed and 3% of the students had written goals. Thirty years later, that same 3% had accumulated 90% of the wealth of the entire graduating class. It's important to understand **how to set goals properly with employees** to improve buy-in and commitment to attainable goals. We help leader **improve accountability** with **the SMART** (Specific, Measureable, Attainable, Realistic and Time Sensitive) **goal setting methodology**. In addition we cover the "right" vs. "wrong" ways to provide performance feedback. We also provide a **road map for performance improvement plans**.

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