



TOTAL QUALITY ASSOCIATES

Achieving Results through Business Excellence

Leadership - Roadmap to Being an Effective Leader

Goal: to assist managers and supervisors to understand and apply key elements of effective leadership, which will help promote and achieve business excellence.

You will:

- Learn about the "Lead the Business Model" to achieve outstanding business results.
- Conduct a self-assessment of qualities of a true leader.
- Understand the basis for effective "situational leadership".
When to do/direct/coach/support/delegate.
- Learn about the 5 slices of the Performance Excellence through People (PEP) Pie.
- Develop a model of interlinked Key Performance Indicators (KPIs) for your company or department.
- Create tools to manage change more effectively.
- Identify 5 to 10 specific actions to accelerate the pursuit of Business Excellence.



Expected outcomes (from application of learning):

- √ Better business results.
- √ More effective and efficient use of management's time.
- √ Greater engagement of the workforce

This is a highly interactive workshop for 1 or 2-days (depending on desired depth of coverage). The instructor has over 25 years of hands-on leadership and leadership coaching experience. During corporate life, he was requested to take on many leadership assignments, specifically to achieve business excellence.

Contact us for workshop structure, cost, dates and in-house options.

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