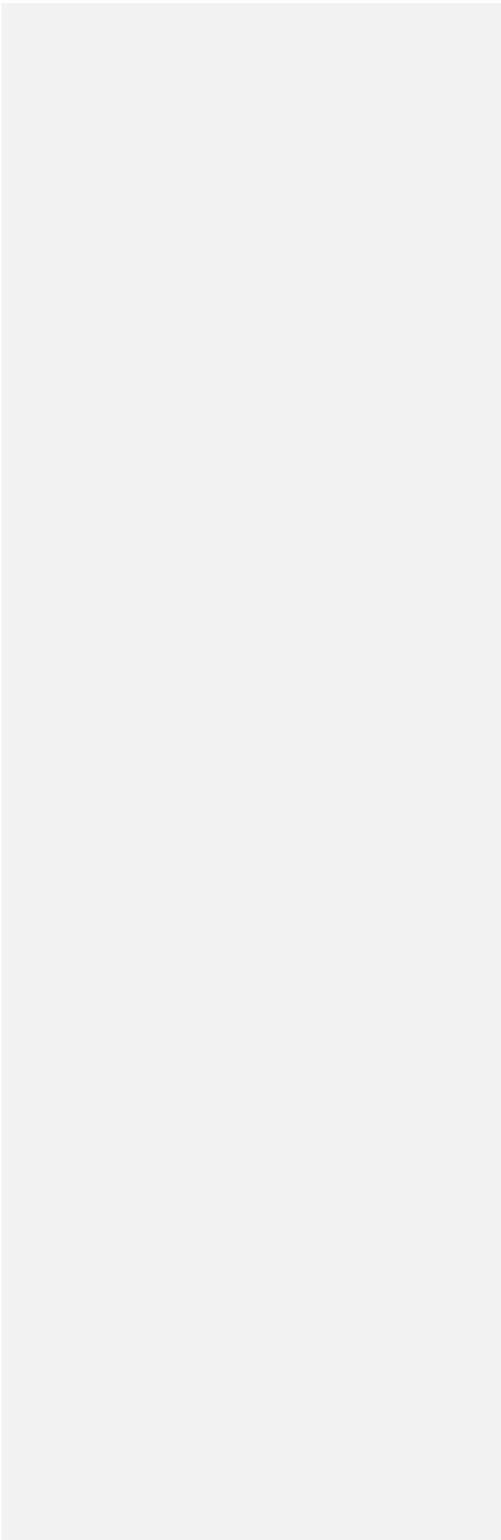


The Seminars for Workplace Leaders Series

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Program Summary

2022



The Seminars for Workplace Leaders Series addresses two important impediments to training Workplace Leaders – time and cost. They are presented in ninety-minute modules delivered to small groups virtually or on-site at your location. The cost is \$950 per presentation (Overnight travel expense are extra.)

Getting work done, the right way, at the right time requires a dynamic workforce led by a capable Workplace Leader. The technical skills that made a Workplace Leader successful as an individual contributor often hinder their effectiveness at guiding teams and direct reports. Their continued development as a Workplace Leader requires an opportunity to explore, learn, and apply practical leadership concepts, principles, and tools.

In an era of stringent budgets and increasing time constraints, training and development is easily put off for a later time that too often never comes. The Seminars for Workplace Leaders Series brings Mike Deblieux to your workplace in-person or virtually to share his extensive experience training, developing, and coaching Workplace Leaders. His engaging style and proven classroom materials maximize the learning experience in each of the Seminars for Workplace Leaders series.

The nine topics in the Seminars for Workplace Leaders Series include:

1. The Workplace Leader Role
2. The Communication Role
3. The Recruitment and Selection Role
4. The Work Assignment Role
5. The Coaching Role
6. The Performance Review Role
7. The Corrective Action Role
8. The Conflict Management Role
9. The Hybrid or Virtual Management Role

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You can schedule one, some, or all nine seminars at a frequency that works for your organization. Participants leave each seminar with practical tools, their completed workbook¹ for future reference, and a renewed appreciation for their role guiding their teams. Their managers receive a follow-up discussion guide to help them lead a discussion about what the participant learned and how to apply use what they learned with their team.

¹ PDF provided for participants to print out prior to the seminar.

1 The Workplace Leader Role

Regardless of their title, a workplace leader, leads, manages, and supervises. They move between each role on a moment's notice many times each day. How they handle the transition can make or break their relationship with their direct reports and the productivity of their team.

This interactive seminar is about the subtle aspects of leading a workplace team. It is about connecting with direct reports to gain and retain their trust. Participants review what their direct reports expect of them and how to provide it. They review what their boss expects and what they can do to meet their expectations. Importantly, they learn how their words, actions, and decisions reinforce or negate policies and performance expectations. In the end, participants walk away challenged to reconsider the strengths and weaknesses of their leadership style.

2 The Communication Role

For every management action, there is an employee reaction. Every word, action, behavior, and decision of a workplace leader sends a message to their team. There is no big or small. Everything matters. Everything makes a difference.

This seminar is about the one thing a workplace leader cannot do. They cannot see or feel what others see and feel when they speak or act. They learn that are a mere 7% of their message and how to be more effective with the other 93%. Participants explore e-mail, facial features, tone and more to understand how their behaviors affect their leadership credibility. They learn how to deal with the invisible line between acceptable and unacceptable leadership conduct. Participants leave with a new perspective and practical tools to communicate more effectively in person and virtually.

3 The Recruitment and Selection Role

Two years of Covid changed everything about recruiting, selecting, and hiring. It has become a seller's market and the available candidates are very particular about who they let buy their services. A workplace leader must now market their open position to make it attractive to potential team members.

This seminar is about planning and executing an effective recruitment and selection plan. It is about the workplace leader understanding their role and responsibility has changed and will continue to change. They are no longer searching for and picking from the best. They are now searching among a diminished talent pool, against greater competition from other employers, and selling the candidate on the true benefit of working for them.

Participants learn how to go back to the basics first define the job and what they really need in a candidate. They explore techniques for explaining the job, their team, and the organization to candidates. They learn how to look at the job experience through the eyes of the candidate and use their newfound knowledge to interact in-person and virtually with potential team members. Importantly, they learn how to plan probing questions to engage candidates and get them to share meaningful, job-related information.

4 The Work Assignment Role

Have you ever heard a manager say, "If you want it done right, you have to do it yourself?" Let's put it another way, "If you are a manager and you are doing it yourself, you are not doing what you get paid to do." Assigning work is not as easy as it sounds. It requires a plan. It takes practice. It takes patience.

This seminar is about creating accountability at the beginning of a work assignment. Participants learn how to move from telling a direct report to "take care of it" to creating an engaging, collaborative discussion about an "end-result" expectation and how to achieve it. They learn how to confirm their agreement with their direct report about what and how the assignment will be completed.

Most workplace leaders spend upwards of thirty percent of their time doing work their direct reports should be doing. Participants learn how to distinguish between tasks they should be doing and tasks their direct reports should be doing. They develop skills to keep the work where it belongs to both challenge and grow their employees and use their time to more effectively create an opportunity for their team to succeed.

5 The Coaching Role

The day an individual contributor becomes a workplace leader, they become a Workplace Coach. It is a fundamental part of the job. A coach recognizes people are always learning. They understand their role is to help their direct reports grow and develop through on the job experiences. They know when to reward and reinforce. They know people rarely make mistakes on purpose and their role to turn those mistakes into learning opportunities.

This seminar is about facilitating important discussions about employee job performance. It is about moving beyond “good job” to reinforce positive outcomes by engaging direct reports in a collaborative discussion about what made the ‘good job’ good. Participants learn to stop procrastinating over performance issues by engaging a direct report in an honest, open, and collaborative discussion about their concerns and what the employee must do to perform at a satisfactory level. They learn to move from using their “instincts” to using a proven coaching model to plan and guide their interaction with the employee. Most importantly, they learn to address job performance issues constructively to maintain an effective working relationship with their direct report.

6 The Performance Review Role

A performance review is a “time-out.” It creates an opportunity for a supervisor and their direct report to learn from the past and plan for the future. It seems like a simple task. It is fraught with pitfalls. The workplace leader holds the success of discussion in their hands.

This seminar is about planning and leading a collaborative discussion about what an employee has done and what they are expected to do. Participants learn how to plan discussion around three specific goals. First, reinforcing successful job performance and motivating an employee to continue meeting or exceeding performance expectations. Second, coaching an employee through mistakes and motivating them to learn from their shortcomings. Third, introducing new or changing responsibilities and motivating a direct report to adapt to the new realities.

7 The Corrective Action Role

Discipline is never fun. It is sometimes necessary, even in an at-will employment environment. It is not a series of automatic steps to get rid of a problem employee. It is a carefully planned action, guided by HR, and delivered by a workplace leader. Corrective action creates an opportunity for employee success. It reminds an employee they have not used their training or responded to coaching to meet performance expectations. It communicates a formal concern about their continued employment and lays out the steps they must take meet performance expectations.

Participants are introduced to E-FOSA+, a template for documenting corrective action developed by Mike Deblieux and Lee Paterson, in their best-selling book, Documenting Employee Discipline. They learn to use E-FOSA+ as an agenda for a corrective action meeting and as an outline for a Performance Improvement Plan or a Corrective Action memo. Participants learn to focus on creating an opportunity for future employee success. They learn to use a constructive approach to communicate the seriousness of the situation and their commitment to hold their direct report accountable for meeting job-related performance expectations.

8 The Conflict Management Role

Conflict can be as simple as a friendly discussion about who will pay for lunch. It can be as serious as a physical confrontation between two or more angry individuals. Conflict can be healthy. It can help a work team find a breakthrough idea. It can be destructive. It can rip a team apart. A workplace leader must be adept at recognizing conflict and managing it when it affects your team.

This seminar provides five options for addressing conflict in the workplace. Participants learn the advantages and disadvantages of each option. They learn when to use each option. They learn how to stop jumping into a conflict before they know what they are going to do will work for them and their team. The five options will not solve every problem. They will give the workplace leader a much better chance of staying in control.

9 The Hybrid or Virtual Management Role

Covid 19 impacted a lot of things in our daily routines, most especially how we work and how we get work done. It challenged traditional ways of leadership and how followers follow their leaders. It placed a greater emphasis what needs to be accomplished and less on when and how it was accomplished. Workplace Leaders at all levels were challenged to re-evaluate their leadership philosophy and practices.

In this seminar, participants learn how their role as a Workplace Leader changes in a hybrid or virtual work environment. They learn how they need to adapt to the changes and challenges of not being in the same place at the same time as their team. They explore tools to create collaborative, meaningful virtual meetings and interactions. They learn the importance of distinguishing what needs to be done on-site and what can be done from a remote location. Participants gain insights and tools to help them maximize the spontaneous interactions of the traditional office in the ever-evolving virtual environment. Most importantly, participants learn from each other by sharing their experiences through the constant change of the pandemic years.

Fee

\$900 per seminar. Overnight travel expenses are billed at actual cost.

Scheduling and Additional Information

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Mike Deblieux, SHRM-SCP

Mike Deblieux designs and presents seminars and workshops for workplace leaders and their teams. He provides 1.2.1 Management Development for individual workplace leaders. He also plans and facilitates retreats for workplace and leadership teams.

Mike is the author of seven popular books on performance reviews, corrective action, sexual harassment, and legal issues for managers. His blog, The Deblieux Report (www.deblieux.com), provides productivity, leadership, and team building ideas for workplace leaders.

The Nine-Ninety Seminar Series for Workplace Leaders

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