



# COURSE CATALOGUE

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2023

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ClarityNow Consulting, Kelowna, BC  
[www.claritynow.ca](http://www.claritynow.ca) | 780-901-4423

## **SLII® - Powering Inspired Leaders**

The SLII Experience teaches leaders how to build meaningful connections that create exponential impact. When this happens, employees are more productive and engaged... and their organizations excel. SLII is far more than a powerful leadership training program. It delivers exceptional return on investment.

## **Blanchard Management Essentials®**

Most new managers struggle, and the cost of that is significant: high turnover, low morale, subpar productivity, and more. It's because most don't receive the essential management skills training to succeed. Blanchard Management Essentials® is transformational leadership training for new managers and those who need to sharpen the essential skills needed to build positive relationships with team members, inspire engagement, and drive productivity.

## **Building Trust**

Trust is at the heart of every relationship, and it's especially critical in the workplace. In fact, the primary factor affecting employee turnover is whether or not a trusting relationship was developed between the manager and the employee. Is your organization suffering from a lack of trust? The Building Trust workshop teaches your managers how to build trust to increase engagement, creativity, and commitment.

## **Coaching Essentials®**

Most managers don't understand how critical coaching is for the development, growth, and performance of their people. Coaching Essentials®, teaches your managers how to effectively coach their employees—not just manage them—to increase productivity, create an environment of trust and autonomy, and deliver better bottom-line results.

## **Conversational Capacity®**

Honest and open conversations foster teamwork, progress, trust, and just about everything else positive in the workplace. But poor communication derails important initiatives, wrecking morale and torpedoing 20% of projects. Conversational Capacity® teaches people how to engage in constructive, learning-focused dialogue when challenging topics or conflicts arise so they can make informed decisions and find the best solutions, even under high pressure. A proven formula for increasing conversation capacity in your organization.

## **Courageous Inclusion™**

Everyone deserves an environment where they can truly be themselves. But achieving true diversity, equity, and inclusion (DEI) isn't easy. Many people who want to make progress on DEI do not have a plan or the skills to carry it out. Courageous Inclusion™ cultivates a mindset that promotes diversity and inclusion and teaches participants a process to become more knowledgeable and active proponents of inclusion in their workplace.

## **Leading People Through Change®**

Most change initiatives fail and for similar reasons: 80% of companies use a top-down, minimal-involvement approach that ignores the concerns of the people who are affected. Leading People Through Change® is unique: its backbone is a high-involvement, collaborative solution that invites all parties into the change process. This inclusive approach draws on research on leading organizational change.

## **Legendary Service®**

Every company knows that great customer service is paramount to organizational success, yet few have a proven plan to build a service-minded culture. Our Legendary Service® program teaches your employees how to consistently deliver ideal service that will give their coworkers the help and support they need, keep their customers coming back, and create the competitive edge your organization deserves.

## **Self Leadership**

What group spends their days working with customers and making your business run? It's your individual contributors. They are the silent majority of your organization and without their motivation and commitment, nothing happens. Self Leadership teaches individuals the mindset and skillset they need to become empowered, proactive self leaders who take control of their own success and are committed to getting results for your organization.

## **Team Leadership**

Work teams fail 60% of the time. Often, they don't accomplish their goals due to a lack of shared purpose, unclear goals and roles, a lack of mutual accountability, and ineffective leadership. Team Leadership teaches managers to diagnose their team's development and apply the right leadership style to build and sustain high-performance teams.

# COURSE OVERVIEWS

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- ADDITIONAL DETAILS
- DELIVERY OPTIONS
- COURSE DEMOS
- QUOTES
- OTHER SERVICES

# SLII®

Powering  
Inspired  
Leaders™



## PRODUCT OVERVIEW

# The SLII Experience™

Training your managers  
to be situational leaders  
will result in:



Accelerated  
Development



A Common  
Leadership Language



Increased Retention  
and Morale



Proactive Problem  
Solvers

With business moving at a blistering pace, there's more pressure than ever for leaders to be effective at leading successful teams. But often, they don't have the skills to be the agile, adaptive leaders they need to be and struggle building meaningful connections with their people to drive results.

It's not for lack of trying or wanting to be great leaders. Research has shown that most leaders use one leadership style—so they don't know how to unleash the potential of their people.

They need to *learn how* to lead situationally.

Blanchard's SLII® empowers leaders to become adaptive—a requirement for our uncertain times. Backed by 40 years of research and an unmatched track record of results, The SLII Experience™ teaches your leaders how to lead situationally by giving their people the right support or direction at the right time.

SLII enables leaders to build deeper relationships—with their work, their company, and their colleagues—making motivating, and meaningful.

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### WHO SHOULD ATTEND?

Individuals in leadership roles who want to increase their effectiveness

Executives and senior-level managers

Mid-level or new managers or supervisors

### FLEXIBLE DELIVERY METHODS. CONSISTENT RESULTS.

Organizations can choose the delivery method for The SLII Experience: face-to-face, live virtual, or asynchronous. All delivery formats use a four-part learning path to ensure your managers master the content and become situational leaders.

- **LAUNCH**—Engaging assignments that explain key concepts
- **LEARN**—Activities that teach leaders the skills and language to lead situationally
- **PRACTICE**—Activities based on personal work challenges that develop new skills
- **MASTER**—Strategies that reinforce the learning and make it second nature to set SMART goals, diagnose development level, and use the matching leadership style

When you work with Blanchard to improve the skills of your leaders, you can be confident that you'll help your organization. We partner with you to teach you proven best practices that will result in the greatest return on your investment. Leaders deserve to be equipped with the right framework and tools to be successful. With more inspired leaders, morale and engagement will improve, team members will feel supported, employees will become more creative problem solvers, and company productivity will increase.

Give Managers  
the Training  
They Deserve



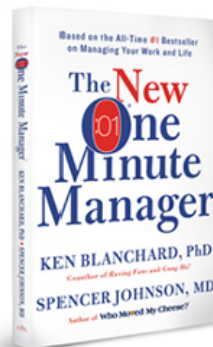
# BLANCHARD MANAGEMENT ESSENTIALS

from *The New One Minute Manager*®

You want your managers to be effective leaders who run productive, motivated teams and improve business performance overall. But most of the time we find managers struggling to figure things out on their own, relying on behaviors and instincts that actually erode morale and limit productivity.

We know how frustrating it can be when poor management skills affect morale and productivity in the organization. For nearly 40 years we've been training the best managers in the world, so we created a program to give managers the fundamental training they need and deserve.

The only one of its kind, Blanchard Management Essentials builds on the secrets of the best-selling business book, *The New One Minute Manager*®. Managers who receive the necessary tools and training are set up to become leaders who create engaged, productive teams and drive greater results for your organization.



## SET YOUR MANAGERS UP FOR SUCCESS



Build Early Momentum



Create High-Performing Teams



Develop Future Leaders

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## WHO SHOULD ATTEND?

New and established managers  
and those considering a  
transition into management

New managers eager to increase  
their effectiveness

Mid-level or new managers  
and supervisors

## PROVEN FORMULA TO BUILD SUCCESSFUL MANAGERS

Implement Blanchard Management Essentials in your organization as a 6-hour face-to-face workshop (including lunch and breaks) or as three 2-hour virtual sessions. Both designs include pre-workshop activities, engaging participant materials, videos, and learning activities that teach participants the following key concepts:

- Manager Mindset – the mindset required to be effective at managing
- Four Conversations Model – a highly effective framework for understanding the conversations needed to manage people and performance
- Four Essential Skills – purposeful conversations that create positive, productive relationships

After the workshop, participants have access to the Blanchard Management Essentials Challenge, which guides them through a set of tasks to practice new skills back on the job. They also have access to workshop videos and worksheets for a full year through the learner portal.


When your managers have the skills they need, they will form better relationships and bring out the best in their people. Don't let ineffective management skills cost your organization time, people, and money. Help your managers reach their full potential sooner.

## READY TO GET STARTED?

Here's how to implement a successful training initiative in three easy steps:

1. Decide – we'll help you decide who gets the training and why
2. Prepare – we'll help you order materials and prepare the facilitator
3. Deliver – we'll help you deliver impeccable training at your company





Great Leadership  
Begins with Trust

#### BUILD A FOUNDATION OF TRUST



Increase  
Performance



Retain Your  
Talent



Drive Creativity  
& Innovation



Create  
Collaboration

#### SOLUTION OVERVIEW

## Building Trust

### Trust can be hard to earn and easy to lose

Successful and healthy workplaces are built on a foundation of trust. When work relationships are rooted in trust, companies see effective communication, greater innovation, and increased revenue overall.

But when trust is broken, the work environment becomes toxic. People become stressed and work in silos, there's low collaboration, and morale and productivity drop. If employees don't trust who they work with or their leader, they won't perform to their potential. This can result in costly turnover for your company.

Everyone deserves to work in a safe environment where they can flourish. So what do you do when trust becomes fractured? How do you identify the problem and provide a solution?

At Blanchard®, we know it can be challenging to discern and address trust issues within your organization. That's why our award-winning trust experts created a four-step model that is easy to learn, easy to remember, and easy to use on the job. Our Building Trust program teaches leaders and their team members how to build trust to increase engagement, creativity, and commitment to the organization.

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## Elements of Trust Model



### WHO SHOULD ATTEND?

Senior Executives  
Managers  
Team Leaders  
Individual Contributors

## PROVEN FORMULA TO BUILD TRUST IN YOUR ORGANIZATION

Implement Building Trust training in your organization as a live in-person workshop, live virtual workshop, or online course. After the training, learners can practice recognizing trust issues and restoring trust with the new Building Trust VR Simulation, an immersive experience for practicing life-like conversations with a virtual human in a risk-free environment. All designs include engaging participant materials, videos, and learning activities that teach participants the following key concepts:

- The Building Trust framework
- How to develop an action plan to engage in more trustworthy behaviors
- A three-step process for restoring trust
- How to plan and practice two trustworthy conversations

After the workshop, participants will understand the impact of their behaviors on building trust or eroding trust with others. Your organization will gain a common language to talk about trust and people will be more comfortable asking for help, leading to quicker problem-solving.

With Building Trust, an increased sense of partnership is gained, and a positive workplace is restored, so your people and your organization can thrive.

### READY TO GET STARTED?

Here's how to implement a successful training initiative, in three easy steps:

1. Decide – we'll help you decide who gets the training and why
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3. Deliver – we'll help you deliver impeccable training at your company

**Contact your Blanchard Sales Associate  
or call 760.233.6725 to get started.**

Blanchard is committed to providing powerful and memorable learning experiences through best-in-class content, digital modules, and print materials that are accessible and usable by all. We achieve this by applying the National Disability Authority's 7 Principles of Universal Design.

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Behind Every  
Great Employee  
Is a Great Coach



## COACHING ESSENTIALS®

### Help managers learn how to coach their people

Coaching is the single most important managerial skill that separates a highly effective manager from the rest. The problem is, most managers don't understand how critical coaching is for the development, growth, and performance of their people. Because they don't know how to use coaching in their leadership style, their employees stay stuck on projects, becoming discouraged and demotivated.

We know how frustrating it can be when your managers aren't developing their people as effectively as they could be. Your managers deserve training that will deepen their leadership skills, so they can better accelerate the development and performance of those they lead.

Coaching Essentials®, authored by Blanchard Master Certified Coaches, teaches managers how to use coach-like behaviors so that productivity goes up, teams are more unified, and the company performs better overall. Our program embraces the tried-and-true coaching competencies as defined by the International Coaching Federation; our expert authors have spent more than 20 years mastering the language and practices that make these methods immediately useful.

#### BRING OUT THE BEST IN YOUR PEOPLE



Accelerate  
Learning &  
Development



Create  
Autonomous  
Problem-Solvers



Retain Your  
Talent



Build Your  
Leadership  
Bench Strength

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**Coaching Process Model****Coaching Skills Model****Who Should Attend?**

Managers and individuals seeking to develop coaching skills in order to increase the effectiveness and competence of those they lead

**PROVEN FORMULA TO CREATE A CONSISTENT COACHING CULTURE IN YOUR ORGANIZATION**

Implement Coaching Essentials in your organization as a one-day, face-to-face workshop or as three 2-hour virtual sessions. Both designs include compelling visuals and materials, engaging videos, and proven learning activities that teach participants the following key concepts:

**COACHING PROCESS**

- Connect – Build trust and positive relationships
- Focus – Identify topics and goals
- Activate – Collaborate to develop a plan for action
- Review – Clarify agreements and discuss accountability

**COACHING SKILLS**

- Listen to Learn
- Inquire for Insight
- Tell *Your* Truth
- Express Confidence

Managers will learn how to identify the most helpful coaching style for the situation and how to put it to work in your organization. They'll have many opportunities to practice these new skills.

By integrating coaching skills into your management training, you get highly effective managers who know how to conduct powerful coaching conversations that create connection, increase trust, and help their team members perform at their best.

**READY TO GET STARTED?**

Here's how to implement a successful training initiative in three easy steps:

1. Decide – we'll help you decide who gets the training and why
2. Prepare – we'll help you order materials and prepare the facilitator
3. Deliver – we'll help you deliver impeccable training at your company



## Remaining Candid and Curious under Pressure



### PRODUCT OVERVIEW

## Conversational Capacity®

Learn the Conversational Sweet Spot and get these results:



Successful teams that perform under pressure



Individuals who can address tough issues in constructive ways



Teams that work together to make informed decisions



Increased collaboration and innovation

You can have the smartest people around the table, but if minor differences in opinion throw conversations off track and hinder progress, you're not getting access to their best thinking. When a challenging topic or conflict arises, natural defenses kick in, making open and honest dialogue difficult.

When this happens, people can be either overly cautious and don't speak openly or they get defensive and argumentative. Most people don't have the awareness or skills to work through it, so creativity, collaboration, and innovation suffer.

Imagine if instead of wasting time with ineffective conversations, your teams were capable of having open, productive dialogue that resulted in collaboration and finding the best solutions. Your teams should be able to put their most difficult, painful, divisive issues on the table and work through them in fair and productive ways.

Conversational Capacity® teaches people how to engage in constructive, learning-focused dialogue when challenging topics or conflicts arise so they can make informed decisions and find the best solutions, even under high pressure.

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### WHO SHOULD ATTEND?

Anyone dealing with difficult  
people or tough problems

Individuals, teams, managers,  
executive leaders

## THE PROVEN FORMULA TO INCREASE CONVERSATIONAL CAPACITY IN YOUR ORGANIZATION

Conversational Capacity can be delivered as a one-day, face-to-face workshop or as three 2-hour virtual sessions. Both designs include compelling visuals and materials, engaging videos, and proven learning activities that teach participants:

- The mindset of conversational capacity
- The natural tendencies to either “minimize” or “win” and the consequences of both
- How to quickly recognize when these emotional reactions threaten to throw us off balance
- The four skills for balancing candor and curiosity to stay in the conversational sweet spot

After the workshop, participants will have the skills to stay in the conversational sweet spot, allowing for increased creativity and innovation, and avoiding regrets over things that happen in the heat of the moment.

Don't let unproductive conversations derail meetings and stall projects, wasting time and money for the organization. When people can address tough issues in fair and constructive ways, teams can engage in learning-focused dialogue so they can make informed decisions, find the best solutions, and help projects move forward as they should.

### Ready to get started?

Here's how to implement a successful training initiative in three easy steps:

1. Decide – we'll help you decide who gets the training and why
2. Prepare – we'll help you order materials and prepare the facilitator
3. Deliver – we'll help you deliver impeccable training at your company



# Creating a Workplace for Everyone



## SOLUTION OVERVIEW

# Courageous Inclusion™

### A framework for creating a more inclusive environment

Creating a diverse and inclusive workforce can foster higher employee engagement, increase creativity, and attract new talent, customers, and investors. But many organizations that have decided to make progress in their DEI efforts face unexpected challenges.

These efforts often increase awareness for diversity and inclusion issues and build empathy among those in privilege, but they don't yield measurable improvements. Even people who are more aware of DEI gaps and their own unconscious biases struggle to make visible progress with creating more diverse and inclusive environments.

Blanchard understands how important it is to provide your people with a way to confidently and safely speak out and raise DEI issues to create a fairer and more inclusive workplace. We know that building awareness and familiarizing people with DEI terminology isn't enough to enable lasting change.

That's why we created Courageous Inclusion™ based on diversity and inclusion expert Jennifer Brown's proven developmental continuum. Courageous Inclusion teaches people a mindset that promotes diversity and inclusion, as well as a process to become more knowledgeable and active proponents of inclusion in their workplace.

This road-map approach is what makes Courageous Inclusion uniquely powerful for increasing inclusivity in your culture and creating a workplace where everyone feels they belong.

### A Culture of Courageous Inclusion Creates:



Improved employee belonging and engagement



Increased team effectiveness and creativity



Better retention and attraction of top talent



Improved organizational health and vitality

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## Courageous Inclusion™ Model



### Target Learners

Anyone who wants to become more knowledgeable and active proponents of inclusion in their workplace

Individuals, teams, managers, executive leaders

## A PROVEN PATH TO DEVELOP COURAGEOUS INCLUSION

Implement Courageous Inclusion in your organization as an online experience or as part of a learning journey design. The learning experiences include engaging participant materials, videos, and activities that teach participants the following key concepts:

Mindset that promotes diversity and inclusion

- **Challenge Your Perspectives**—Examine your own assumptions, biases, and privilege
- **Embrace Differences**—Be curious and respectful about diverse experiences
- **Value Fairness for All**—Prioritize justice and equity for yourself and others

Process to help people become more knowledgeable and active proponents of inclusion in their workplace

**Stage 1: Unaware**—Little to no knowledge or interest about the specific inclusion issue

**Stage 2: Aware**—Some knowledge and growing concern about a specific inclusion issue

**Stage 3: Active**—Moderative knowledge and willingness to speak out about a specific inclusion issue

**Stage 4: Advocate**—Extensive knowledge and consistent activism about a specific inclusion issue

Courageous Inclusion participants will understand the benefits of inclusion for themselves, their coworkers, and their organization overall. They will also know how to create a personal action plan to advance their stage for at least one aspect of diversity, equity, and inclusion.

Launch Courageous Inclusion in your organization and give your people the confidence and skills they need to create an inclusive, welcoming work environment that encourages people to bring their whole selves to work.

## Create a Culture of Resilience and Agility

### Create a Culture of Change Readiness that Results in



**Change  
Leadership  
Capabilities**



**Increased  
Buy-in and  
Resilience**



**Getting  
Results Faster**



**Reduced Risk  
and Increased  
Confidence**

### PRODUCT OVERVIEW

## Leading People Through Change®

**Change can be hard. It doesn't have to be.**

Organizational change is a fact of business life. Reorganizations, mergers and acquisitions, technology implementations, and other business initiatives are disruptive because they require large numbers of people to change at the same time.

Change efforts often fail because the organization and their leaders lack the framework and skills to guide their people through it effectively. Failed or stalled change initiatives waste time and money, reduce productivity and engagement, and increase employee turnover.

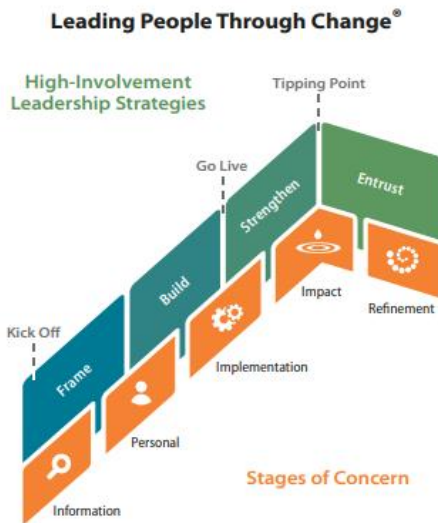
It doesn't have to be this way. At Blanchard®, we know the most successful companies are agile and embrace change as part of their culture to stay ahead of the competition. We know change is difficult and overwhelming if you don't have a track record of success and people start resisting the change and derailing it.

Our Leading People Through Change® program teaches your executives and managers how to lead successful change initiatives by involving others throughout the change process. Collaborative conversations allow challenges and concerns to be identified early for people to understand why the change is needed, what to change, and how to do it. This high-involvement approach decreases the feeling of being controlled and builds momentum for the change.

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### Who Should Attend?

Intact Teams  
Executives  
Managers  
High Potentials

## The Proven Formula to Develop Change Leaders

Leading People Through Change® applies to change initiatives of all types and sizes. Workshops can be delivered to an intact team working on a specific change initiative or in an open-enrollment format to build change leadership capability across your organization. Implement Leading People Through Change in your organization as a one-day, face-to-face workshop or as four two hour virtual sessions. Both designs include compelling visuals and materials, engaging videos, and proven learning activities.

When people are given the opportunity to be involved in the process and their concerns are heard and addressed, they are less likely to resist change. When you have buy-in and commitment early on from the people you are asking to change, they will feel good about the direction of the organization and you'll get results faster.

Don't risk wasted time, effort, and money on failed change initiatives. Equip your leaders to make sure they're a success.

## Ready to Get Started?

Here's our five-step plan to creating resilient, agile leaders:

1. Identify challenges and desired outcomes
2. Understand your history
3. Develop your leaders' change leadership skills
4. Plan and execute with excellence
5. Evaluate progress

**Contact Your Blanchard Sales Associate or  
Call 760.233.6725 to Get Started**



Build an  
Unforgettable  
Culture of Service



# LEGENDARY SERVICE®

## Build a Service-minded Culture That Keeps Your Customers Coming Back

When was the last time you raved about great service, either from a colleague or a service provider? Every company knows how impactful great customer service can be, but few have a proven plan to build a service-oriented culture that will leave a lasting impression on the people they serve.

You want a culture that is dedicated to excellent service, where all employees are empowered to resolve issues and provide a great experience for your customers. It can be frustrating for business leaders to recognize that their organizations lack a service mindset. Employees may not even realize they have internal customers to serve, resulting in friction and low collaboration.

When employees aren't trained and empowered with a service mindset, you end up with a culture where employees don't help each other reach their goals and in turn aren't taking care of their customers the way they should. Even worse, employees are often afraid to go above and beyond, which can leave customers unsatisfied and looking elsewhere.

Your employees and customers deserve to feel valued in every interaction with your company. Our Legendary Service training program, by the co-authors of the book *Legendary Service*, teaches your employees how to consistently deliver ideal service that will give their coworkers the help and support they need, keep their customers coming back, and create a competitive advantage for your organization.

### BUILD A SERVICE-ORIENTED CULTURE THAT RESULTS IN



Increased  
Loyalty



Reduced Cost  
of Sales



Raving Fans



Feedback and  
Innovation

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### Legendary Service Model



### WHO SHOULD ATTEND?

Executives and  
senior-level managers

Mid-level or new managers  
or supervisors

Customer service employees  
and their managers

All employees who have  
internal customers

### THE PROVEN FORMULA TO BUILD A SERVICE-MINDED CULTURE

Implement Legendary Service in your organization as a one-day face-to-face workshop or as three 2-hour virtual sessions. Both designs include engaging participant materials, videos, and learning activities. In just one day, participants will:

- Define their personal service vision
- Identify customers' needs and wants
- Learn and practice skills for building customer satisfaction and loyalty
- Develop strategies to empower themselves and create an action plan

When your employees are empowered to provide excellent service, they will create raving fans who recommend you to their friends and family. Internally, people will start treating each other better, and collaboration, innovation, and employee productivity will rise throughout the organization.


Don't leave your customers' experience up to fate and risk losing business. Instill a culture of service throughout your organization with the right training and start creating legendary service experiences that people will rave about.

### READY TO GET STARTED?

Here's how to implement a successful training initiative, in three easy steps:

1. Decide – we'll help you decide who gets the training and why
2. Prepare – we'll help you order materials and prepare the facilitator
3. Deliver – we'll help you deliver impeccable training at your company





Create a Workforce of  
Self Leaders to Power  
Your Organization

Invest in Self Leaders  
and build an empowered  
workforce that results in:



Accelerated  
Development



Higher  
Performance



Personal  
Accountability



Increased  
Innovation

## SELF LEADERSHIP

**If your people don't reach their full potential,  
neither will your organization.**

Imagine how resilient your organization could be if it were filled with people who have the skills and self-confidence to get what they need without unnecessary guidance or wasted time.

Organizations don't execute well when individual contributors aren't taking initiative or being as effective as they could be. Performance is often stalled because employees don't know how to ask for what they need when they need it. The truth is, people want to be engaged, to make meaningful contributions, and to be appreciated.

We know how important it is to the success of your organization that every person be empowered and committed to achieving results. Our Self Leadership training program is designed by experts in employee motivation and engagement to ensure your team members develop the self-starting mindset they need to move the organization forward.

When you arm your individual contributors with the self leadership mindset and skillset, you build an empowered workforce that is productive, innovative, and passionate about their work.

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**Mindset of a Self Leader****Skillset of a Self Leader****1 Goal Setting**  
Aligning on what needs to be done, when**2 Diagnosing**  
Assessing your competence and commitment on a specific goal or task**3 Matching**  
Getting the leadership style that provides you with what you need**WHO SHOULD ATTEND?**

Individual contributors, managers, and senior leaders seeking to be more productive and satisfied at work.

Anyone who reports to managers trained in SLII.

**THE PROVEN FORMULA TO BUILD SELF LEADERS**

Implement Self Leadership training in your organization as a live in-person workshop, live virtual workshop, or online course. All designs include engaging participant materials, videos, and learning activities that teach participants the following key concepts:

- **SLII®**—learn the world's most popular leadership model, taught from the perspective of the self leader rather than the manager
- **Assumed Constraints**—learn to recognize those perceived barriers that can be transcended or avoided
- **Points of Power**—learn the five sources of power at work and how each can be activated to help achieve goals and experience greater autonomy and competence
- **Proactive Conversations**—learn how to seek the direction and support they need; learn how to proactively conduct One on One Conversations with their manager, in which they prepare the agenda

Tools also included are:

- **The SLII App**—a mobile app that helps learners master SLII and decide what they need most in each situation
- **One on One Worksheet**—a tool that guides self leaders through regular, well-planned One on One Conversations with their manager
- **Perceptions of Self Leadership Questionnaire**—a tool that compares participants' perceptions with those of their manager in seven key areas of self leadership

**READY TO GET STARTED?**

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# Optimize Your Team Performance



## TEAM LEADERSHIP

### The Power of WE

Imagine a workforce of teams that works together efficiently, finds solutions to complex problems, and consistently produces superior results throughout the organization.

Facing a lack of shared purpose—and an abundance of unclear goals and ineffective leadership—most organizations don't reach this level of success. The most important initiatives are executed by teams—we know how frustrating it can be when they aren't empowered to rise to the occasion. Team members obsess on their own agendas, there's little accountability, opportunities for breakthroughs are squandered, and organizational growth and resilience dwindle.

Your organization and your teams are capable of so much more. Every team should have the chance to come together and feel successful. You want your managers to know how to provide clarity, manage conflict, and break through barriers to move the team forward.

Based on SLII®, the most widely taught leadership model in the world, Blanchard's Team Leadership program teaches managers to diagnose their team's development and apply the right leadership style to build and sustain high-performance teams. By teaching managers these leadership skills, you can significantly improve your teams' ability to execute on projects, grow the business, and adapt to whatever arises.

### TRAIN YOUR LEADERS HOW TO DEVELOP TEAMS TO



Improve  
Collaboration



Achieve Superior  
Results



Increase  
Innovation



Consistently  
Reach High  
Performance

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## Optimize Your Team Performance

### ***Who Should Attend?***

Team leaders participating  
with other team leaders.

Intact teams going through  
the learning experience at  
the same time.

### **PROVEN FORMULA TO LEAD SUCCESSFUL TEAMS**

Implement Team Leadership training in your organization as a 1-day face-to-face workshop or as three 2-hour virtual sessions. All designs feature engaging materials, videos, and activities that teach participants:

- Team Performance Mindset – Orients team leaders with a set of guiding principles that help teams perform at their best
- Diagnosing Team Needs – Identification of team development stages all teams progress through, diagnosis of team needs, and understanding of what high-performing teams do at each stage
- Team Leadership Behaviors – Leader behaviors that help their teams the most; e.g., structuring a team charter, leveraging conflict, fostering team accountability, encouraging risk taking

After the workshop, participants have access to:

- Team Leadership Assessment – This diagnostic tool collects input from team members and creates a report identifying the team development stage and the issues curtailing team performance
- Team Leadership App – The app is a handy way to help participants diagnose teams, learn what their teams need, and identify the most helpful leader behaviors
- Team Charter Worksheets – Interactive worksheets help teams get aligned on team purpose, roles, goals, and norms
- Workshop Videos and Worksheets – Available to participants through their learner portal for a full year

When your managers have the skills to lead high-performing teams, your organization will flourish. Don't let ineffective team leadership cost your organization time, people, and money.

### **READY TO GET STARTED?**

Here's how to implement a successful training initiative, in three easy steps:

1. Decide – we'll help you decide who gets the training and why
2. Prepare – we'll help you order materials and prepare the facilitator
3. Deliver – we'll help you deliver impeccable training at your company



