

*“Great leaders are like the best conductors.
They reach beyond the notes to bring out the magic in the players.”*

Blaine Lee

Management is both an innate quality and one that can be developed. Through our **Performance Management** programs, **Journey Learning** strengthens the key characteristics and methodologies behind strategic management and superior leadership.

*The following programs assist individuals and teams on their **Journey** to realizing optimal success in developing leadership skills in themselves and others.*

Journey to Management Effectiveness™ (JLE)

Managers must derive superb results from their people, while leading them to achieve corporate synergy and profitability. Improving leadership effectiveness through **JLE** gives existing and future managers the skills to optimize their team's performance. This thought-provoking program focuses the participants on understanding themselves and how their behavior affects the actions and results of their team. Equally important, **JLE** shows participants how to determine the unique needs and motivations of each team member. Through the interactive, hands-on workshop, individuals will develop the ability to:

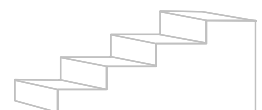
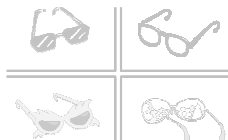
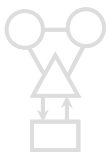
- Understand the difference between being a good manager and being a good leader and why a leader must be both.
- Clearly communicate the goals, vision, and values of the organization.
- Hire and develop solid performers who become crucial assets to the organization.
- Master the communication skills and flexibility required to deal effectively with a diverse team and changing business environments.
- Optimize team member performance through mastering the essential elements of motivation, feedback, coaching, and conflict resolution.
- Develop the expertise to demonstrate and teach critical problem solving skills.
- Devise performance plans that are actionable and effective.
- Build a culture that promotes trust, integrity, and high performance.

Situational Leadership® II (SL II®)

Situational Leadership® II (**SLII®**) is the most comprehensive, up-to-date, and practical method of effectively managing and developing people, time, and resources in the world. **SLII®** is a model and a set of tools for opening up communication and helping others develop self-reliance. It is designed to increase the frequency and quality of conversations about performance and development between managers and the people they work with so that competence is developed, commitment is gained, and talented individuals are retained.

- Diagnose the development levels of their employees and choose the appropriate leadership style.
- Increase the frequency and quality of conversations about performance and development between themselves and their direct reports.
- Create a communication model for all levels of the organization to support cultural change and move toward a high performance organization.
- Become flexible leaders who are highly skilled at goal setting, coaching, performance evaluation, active listening, feedback, and proactive problem solving.
- Increase individual and organizational accountability by linking goals and planned intentions to an action plan.
- Identify the frequency with which they use specific leader behaviors in one-to-one situations with the people they lead, using the Leader Action Profile (LAP) assessment. In addition, employee satisfaction is measured to indicate the appropriateness of those behaviors.

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Journey to Team Success™ (JTS)

As leaders, one of the biggest challenges is to manage the emotions, ambitions, and activities of various people all striving for some level of professional excellence. Often times the right players are in place, but they aren't quite working from the same playbook. That may be because they have never received a copy; or they've gotten it, but they've never read it; or they just don't relate well to the other members of the team. **JTS** will show leadership teams how to open the lines of communication, make sure the goals are clear, and get everyone working together for greater productivity and profitability.

The program begins with an exciting simulation experience. Participants engage in a survival situation where they have to work together to achieve a common goal. This fun exercise breaks down barriers while showing everyone the value and importance of teamwork. A classroom discussion follows where participants explore various communication dynamics and learn useful behavioral skills. They then create strategies and action plans to effectively transition from the workshop experience back to the work environment. As a result of participating in **JTS**, employees will:

- Appreciate the value and importance of working together as a team.
- Develop a "big picture" view of your organization's goals and operational capabilities.
- Explore the many ways in which they can contribute to the profitability and productivity of your organization.
- Improve their communication skills, from the perspective of both sending and receiving messages.
- Clearly understand the nuances and impact that each team member has on the synergy and overall success of the organization.
- Find ways to positively contribute to the operational and psychological well-being of your organization.
- Discover positive, tangible ways to be accountable and hold others accountable.

Journey to Communication Effectiveness – for Managers™ (JCE-M)

Just like communicating effectively with customers and peers is critical to the success of any organization, managers must develop and apply effective communication skills among themselves and subordinates. **JCE-M** delivers measurable benefits for individuals who have employees reporting to them. **JCE-M** utilizes scientifically proven participant self-assessment and a 360-degree peer feedback to customize the experience for each attendee. **JCE-M** is a powerful program that will help for participants:

- Identify their communication style and the styles of their colleagues.
- Adapt to the needs of each communication style for greater effectiveness.
- Realize how their communication style influences their ability to build and maintain relationships that impact the bottom-line.
- Execute all types of communications more effectively in all environments.



Outstanding facilitators, solid content, real-world application, and easy-to-use reinforcement resources are what make Journey Learning so exceptional and guarantee lasting results.