



Coaching & Developing Your Team for Maximum Contribution

The Dance of Management
– *When to Step in, When to Step Out, and How to Do So*

22 May 2009 ♦ York Hotel, Singapore

with **Shari Harley**
International Speaker & Trainer

Why This Workshop

Coaching and developing employees is the hardest thing a supervisor / manager must do. It requires trust, patience, and it takes time, time you may not feel that you have. The old adage, "*If you want something done right, do it yourself*" may at times feel true, but it also leaves managers overextended, unfocused and with an underdeveloped staff.

Giving direct reports an appropriate amount of responsibility and accountability is the only way employees develop and the only way supervisors and managers get out of the weeds and are able to focus on the work they're supposed to be doing, leading people and departments. Also, a lack of growth and development opportunities is the greatest impetus for employee turnover. If you want your staff to stay and be engaged, they need to feel that they are developing new skills and abilities.

This executive workshop by Shari shows you how, through coaching and mentoring, you can get the best out of your people.

Benefits

Upon completion of this executive workshop, you will be able to:

- Coach and delegate appropriately
- Create a more satisfied and engaged long term work force
- Develop employees for long term growth and mobility
- Have more time to focus on one's own responsibilities
- Manage performance issues in a way that inspires and motivates employees
- Deliver feedback in a way that people can receive that feedback and take action
- Create environments of accountability and unprecedented results

Programme Agenda

- Determine your staff's ability to manage each responsibility assigned to them
- Accurately assess employees' needs for direction and support
- Determine how your employees learn and tailor coaching strategies to individual learning styles
- Provide the right amount of direction and support, for each given responsibility, enabling staff to develop new skills and become more autonomous, over time
- Involve employees in the process of how they learn new skills and improve their performance
- Utilise goal setting, development plans and regular one-on-one meetings to coach and develop
- Identify resources, in addition to direct supervisors, to help employees build new skills and improve performance
- Coach and provide feedback in a way that reduces defensiveness and increases receptivity
- Give staff just enough rope to grow and develop, but not enough to fail
- Assess performance and adjust management style to develop staff and manage for results

Who Should Attend

Team Leaders, Managers, Supervisors, Department Heads and HR professionals.

Preparation: *Participants should bring two or three written examples of areas in which they would like their staff to take on more responsibility and a few specific tasks their direct reports should be doing, but they find themselves doing.*

REGISTRATION

Fees: **S\$525 nett per person** (*Enjoy group discount when you register 3 persons and above*)

To register: **Contact Partners Conference & Event Management Pte Ltd**

Tel: 6288 1273 Email: enquiries@partners-conference.com Website: www.partners-conference.com



Shari Harley is The Queen of Candour. Shari leads The Harley Group International, a Denver-based training and development firm helping others make potentially difficult conversations easy. She has designed talent management, succession planning and training and development programmes for large and small organisations in the education, government, financial services, manufacturing, technology, hospitality, and healthcare industries all over the world. Her clients include OppenheimerFunds, Experian, IBM, The American Institute of Architects, The National Association of Purchasing Managers, the Malaysian telephone company and many others.

Shari has a Master's Degree in Communication and serves as an adjunct faculty member at the University of Denver. She is the author of the forthcoming books *How to Say Anything to Anyone* and *The Ten Things You'll Do to Screw Up Your Career That No One Else Will Tell You*. Shari's style is energetic, direct and refreshing. Her programmes are a unique blend of humour and rich information, tools and techniques that participants will be able to apply immediately.

Testimonials

"Shari's presentation was engaging, humorous and real to life. It was like talking to a friend with something important to say. She provided great tips on dealing with customers and co-workers. I would recommend this class to anyone who works with either the public or co-workers." - Apartment Association of Colorado

"Powerful - loaded with application and insight. Wonderful speaker! Funny, real and useful. Very positive and provided actual tools to support good theories that have been well researched in leadership and management theories." - AIMS Community College

"Excellent speaker! Very knowledgeable about the topic. Excellent examples & way of transmitting the information." - NAPM

"Very informed and interesting speaker. Kept my attention with a good quality presentation." - NAPM

"Very good attention getter. Very interesting, down to earth and fun." - NAPM

Upcoming Events

- 20 Feb 2009
Creating A World Class Culture of Service Excellence
- Awakening The Heart Of Service Across Your Organization
- 24 Feb 2009
Executive Summary
Making Sense for 2009 and Recession Proofing your Business
- 24 Feb 2009
Expressing You
5 Easy Steps to Confident Communication
- 26 Feb 2009
Speeding Up During the Slow Time and Power Marketing on Small Budget
- 23 - 27 Mar 2009
Maintenance Certification Bootcamp
- 12 - 13 Mar 2009
Mastering the Language of Leadership:
How to be a World Class Communicator
- 23 - 27 Mar 2009
Maintenance Certification Bootcamp
- 6 - 8 Apr 2009
A Three-Day Full Immersion Programme:
Breakthrough Leadership Retreat for Leaders

Are you looking for ...

- *Effective in-house trainers for customised training?*
- *Inspiring keynote presenters for your annual convention?*
- *Experienced facilitators for your board meeting / strategic meeting?*
- *Dedicated consultants for upcoming projects?*
- *Professional coaches for personal and professional development?*
- *Committed event partner who can design and put together a high content, high impact event for your organisation / association?*

Call **PARTNERS** for enquiries now. With an international network of speakers, trainers, consultants and coaches from around the world, we go the extra mile to make your event an enriching, enjoyable and successful one.

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