

# Honda Supplier Leadership Skills & Style Development Program

- ◆ **Leading & Managing Others**
- ◆ **Work Unit Performance Improvement**
- ◆ **Personal & Interpersonal Skills**

# LSSD Program Overview

**Leadership Skills & Style Development (LSSD)** is designed around proven leadership tools, skills and concepts. The goal of LSSD is to assist your managers and frontline leaders in better matching their leadership approach to the performance needs of the organization and the maturity, motivational and skill levels of their associates. LSSD incorporates the following three focus areas into the learning process and provides participants with the insight and hands-on skill practice needed for personal improvement.

## **Focus Area I — Work Unit Performance Improvement:**

This is LSSD's central area of focus. All learning content relates back to improving work unit performance, enhancing associate development and making the work unit a better place in which to work. Participants learn how to improve the factors that impact associate performance, including how they lead and manage.

## **Focus Area II — Personal Style & Interpersonal Skills:**

In this focus area participants gain an in-depth understanding of their personal style at work. A benefit of deeper personal awareness is the ability to better manage interpersonal relationships at work. They learn when and how to leverage their personal strengths, confront their liabilities and develop strategies for changing their behavior at work. Participants strengthen their communication effectiveness by applying the principles of assertiveness; adult-to-adult communication, improved listening skills and controlling nonverbal behavior.

## **Focus Area III — Leading & Managing Others:**

In this focus area participants learn techniques for bringing about greater levels of associate motivation and performance improvement. Participants access their preferred leadership approach in regard to Directing, Coaching, Counseling and Delegating. They then learn to evaluate the skills and motivational readiness of their associates and when, how and with whom to apply the appropriate leadership approach. Participants practice using these four leadership approaches and are given specific tools for on-the-job application.

# Program Agenda

## **Day One**

### **Session Overview & Introductions**

- ◆ Welcome, Program Purpose and Benefits
- ◆ An interactive exercise facilitates development of a learning community, personal strengths and learning goals
- ◆ Participant introductions and learning goals for the week

### **Motivation: Understanding Human Behavior**

- ◆ Understand personal motivational goals of affiliation, achievement, power and security
- ◆ Learn how to translate personal motivation goals into on-the-job performance and satisfaction

### **DISC Personal Style and Interpersonal Skills**

- ◆ Explore and understand personal style at work
- ◆ Develop personal style improvement plans for enhancing strengths and managing weaknesses
- ◆ Develop adaptive personal improvement plans to work better with bosses, peers and direct reports

## **Day Two**

### **Organizational Performance and Leadership**

- ◆ Work Unit Climate Survey Assessment
- ◆ The Leadership and Performance Challenge
- ◆ Traditional/Flexible Organization Experience
- ◆ What facilitates and blocks performance?
- ◆ What role does Leadership play?

### **Leading and Managing Others Effectively**

- ◆ Access preferred leadership approach: Directing, Coaching, Counseling, and Delegating
- ◆ Accessing direct reports task readiness maturity levels in regard to their capability and willingness
- ◆ Learn how to relate appropriate leadership approach to maturity levels of direct reports

### **Direct Report Maturity Level I : Directing/Telling Leadership Approach**

- ◆ Analyze High Task and Low Relationship emphasis of Directing leadership approach
- ◆ Overview of Directing leadership approach, goals and when to use
- ◆ Do's and don'ts of Directing leadership approach

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## **The LEAD Institute**

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*"Motivation and understanding human behavior really helped me get a better understanding of why people do what they do."*

## Program Agenda

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### Tools for Enhancing Directing/Telling

- ◆ Balance of Consequences Analysis — managing behavior change and learning through consequences
- ◆ Motivating Performance Systems

### Day Three

#### Direct Report Maturity Level II: Coaching/Selling Leadership Approach

- ◆ Analyze High Task and High Relationship emphasis of Coaching leadership approach
- ◆ Overview of Coaching leadership approach, goals and when to use
- ◆ Do's and don'ts of the Coaching approach
- ◆ Differentiating Coaching from Directing

#### Tools for Coaching/Selling

- ◆ Teach New Skills — Use coaching process model to teach new skills
- ◆ Performance Improvement — Experiencing the power of effective performance feedback
- ◆ Praising — Learn elements of effective praise to maximize performance improvement
- ◆ Correcting — Learn how to give corrective feedback to enhance performer receptivity and behavior change

#### Direct Report Maturity Level III: Counseling/Participating Leadership Approach

- ◆ Analyze Low Task and High Relationship emphasis of Counseling leadership approach
- ◆ Overview of Counseling approach, goals and when to use
- ◆ Do's and don'ts of the Counseling approach
- ◆ Differentiating Counseling from Coaching

#### Tools for Counseling/Participating

- ◆ Learn the counseling model for:
  1. Establishing INTENT
  2. Uncovering the SITUATION
  3. Exploring OPTIONS
  4. Contracting for COMMITMENT
- ◆ Counseling — Practice observing, evaluating and using counseling model
- ◆ Listening Skills — Learn effective listening skills

## Program Agenda

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### Direct Report Maturity Level IV: Delegating/Empowering Leadership Approach

- ◆ Analyze Low Task and Low Relationship emphasis of Delegating leadership approach
- ◆ Overview of Delegating leadership approach, goals and when to use
- ◆ Do's and don'ts of the Delegating approach
- ◆ Differentiating Delegating from Counseling

#### Tools for Delegating & Empowering

- ◆ Learn how to. . .
  1. Delegate and manage the TASK
  2. Delegate and ENABLE the “delegate”
  3. Delegation and CULTIVATE OWNERSHIP

#### Session Summary & Close

- ◆ Organize and finalize improvement plans for on-the-job application
  - ◆ Leadership team debrief, lessons learned and closing
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## Who Should Attend

LSSD is designed for both Honda & Supplier's Coordinators and Team Leaders, who are on the frontline of leadership having a good deal of personal, face-to-face interaction with team members and colleagues. The goal is to provide these people with the leadership, team and personal skills so they can have a positive impact on others and on performance.

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## Tuition

Tuition for LSSD is \$975 USD for each participant and includes all instructional material, assessments and workshop manual, follow-up coaching/counseling for all participants after the session has ended and travel related expenses for the instructor(s).

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*“I found this class to be one of the best the company has sent me to. I found every aspect of it useful. The faculty were a pleasure to work with, easy going and energetic. Great job!”*

*“I came into the course feeling that I was a pretty effective team leader, and not expecting to learn much. Not only were the lessons a good refresher, but I did gain many “new” insights. Good class!”*

# Leadership Skills & Style Development

## Learning Process

At LSSD we work hard to turn training and education into a hands-on application process for personal, team and work unit improvement. We accomplish this by skillfully combining these 7 essential components of the learning and development process.

1. Focused, dynamic presentations
2. Hands-on, experiential learning simulations
3. Peer-to-peer coaching and counseling
4. Small group discussion and application projects
5. Practical application and written change plans
6. Full-time, highly experienced faculty
7. Complete reference manuals and material

LSSD uses a high involvement learning process including learning simulations, group discussions, personal and leadership assessments and skill practice for on-the-job application.

## Delivery Format

This highly interactive program can host up to 30 of your coordinators and team leaders to create a highly capable coalition of leaders. The program will involve some text work, hands on activities, group interaction and uses several media avenues.

## Workshop Leadership

LSSD is brought to you by the staff and faculty of The General Systems Consulting Group and The LEAD Institute. We have over 35 years of consulting experience in the areas of leadership, team and organizational development.

We provide consulting and training services to help organizations become more productive and better places in which to work. We have conducted numerous company and university based executive education programs and facilitated executive leadership off-sites and team building sessions for many companies. The LSSD faculty and staff are appreciated for their knowledge, experience, group facilitation and one-on-one coaching skills and dynamic, engaging presentation styles.

## 2017 Dates & Locations

March 7-9 ♦ HSO, Marysville, OH

June 13-15 ♦ HSO, Marysville, OH

September 19-21 ♦ HSO, Marysville, OH

December 5-7 ♦ HSO, Marysville, OH

## Contact for Information

Contact Kate Kedroske at 734-995-5222 or [info@leadinstitute.com](mailto:info@leadinstitute.com) to get additional information on LSSD, speak with one of the faculty and get references. You can also go to [www.leadinstitute.com](http://www.leadinstitute.com) get an overview of LSSD, our company and the other leadership, team and organizational development services we offer.

*"Excellent course. I have been exposed to something like this 2-3 times before in my career. This course solidified the knowledge gained in those classes. I have a new found confidence to take home with me."*

*"Having attended many leadership training classes in the past 30 years- it was good to get a leadership course that actually refreshes my leadership style. This training reminded me that I do have other leadership skills and tools that I can use."*

*"Overall I feel very enriched and enlightened having attended the course. I can apply a lot of the insights to both my work and personal life. Thanks."*

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