



Priority
**Leadership &
Management Skills**
for the 21st Century

Who Should Attend:

This program is ideal for anyone who is expected to lead and influence others in the course of their work. Individuals with current or anticipated leadership responsibilities that interacts with internal or external clients or managers who want to enhance skills through development in order to achieve outstanding results.

Format:

- 2-day instructor-led session or four 3-hour web-based virtual classroom sessions
- Coaching session to reinforce learning

Tools Provided:

- Comprehensive Learning Guide
- Priority Profile Assessment
- A 32-page personal development guide that focuses goals and establishes an action plan for improved effectiveness and continuous learning
- Enrollment in our monthly LearningLink e-newsletter

Related Training:

- Priority Coaching
- Priority Influencing
- WorkingSm@rt using MS Outlook

Turn your management skills into leadership skills

Move from management to motivation through gaining the skills to lead a 21st century team. These fundamental 8 leadership skills will equip you with the ability to ensure consistent strategy and a shared common set of processes and tools to achieve the organizations goals and objectives.

This course will help you:

- Identify the difference between management and leadership
- Understand the 21st Century workplace
- Build the skills to lead teams through the planning, executing and communication phases of work
- Differentiate between the process of production and the tools of production
- Develop a personal and team plan to bring the skills back to the workplace for you and your team



A Better Way To Work

Priority Management - Ottawa
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Detailed Synopsis:

Leadership and Management Skills in the 21st Century

In the new knowledge economy, the new leader's responsibility is to ensure a shared common set of values exists inside their team and the team is dedicated to reach shared common goals. The role of the leader is to coach and mentor their team members and support them in achieving their individual goals. In addition, they represent the team at managerial meetings to ensure optimum effectiveness and efficiency of the overall organization.

The Priority Profile assessment is included in the Leadership and Management Skills in the 21st Century workshop. This unique tool compares individuals against worldwide best practices of knowledge-based workers to assist the participants in making the necessary behavioural changes as they develop their skills as individuals and as team members.

This two day session allows participants to experience the "best case practices" in the eight process skills below.

Unit 1: Define your Purpose

Productivity for all teams and individuals begins with the end in mind. Determine where and why. In this unit we examine the process to build shared team values and vision. The tension for change is introduced to ensure action in team members.

Unit 2: Establish your Goals

The ability to establish your goals take the shared common team vision and create goals or end results. From the meaningful and achievable goals a strategic plan can be developed. This is the "what and how" of our work. Teams become unstable without focus or a plan in place to guide decisions. It is now imperative that Leaders begin to think in terms of goals and the bigger picture.

Unit 3: Focus your Resources

Learn to focus key resources on specific goal related activities and tasks while maintaining the flexibility necessary to quickly and effectively adapt to change. Resource management is a critical component if we are to complete work effectively. It is each Leader's responsibility to ensure the entire team is taking ownership of resources, learning to make better decisions, to be able to solve problems and build projects for themselves. In short to become committed to results instead of involved in their jobs.

These first skill sets comprise the "Decide" part of work. The new team environment dictates that all individuals will have to participate in the deciding of their work to effectively operate in a team environment. It is imperative that leaders are able to coach their team members to become involved in these decide skills to ensure the continued success of the team.

Unit 4: Manage your Priorities

In this unit you will learn how to better deal with workload issues. We must learn to juggle multiple tasks, establish priorities and understand the importance to share responsibility with team members. Successful leaders will have to ensure that team members are effectively using their time.



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Unit 5: Measure the Effects

In this unit, you will gain insight as to the importance of the quality and the quantity of the work in order to become an effective leader. We must ensure that our client is the driving force behind these issues. We must understand how to identify our most important clients and serve their needs. In order for a team to attain a higher level of success it is critical that there is an accountability framework put in place. This gives the team the ability to measure the effect they have and the ability to change any outcome for the positive.

Unit 6: Own the Performance

This skill set differentiates between individuals who are involved and those who are committed. The ability to take ownership, responsibility and accountability is explored as well as the ability to give it. In an empowered environment this skill is imperative. The challenge for the leaders is to be able to not only take but to give the ownership to other team members to increase the team's efficiency and effectiveness by ensuring the right people have the authority necessary to do their jobs.

If we look at focusing resources to ownership, responsibility and accountability, these skills comprise the "Do" segment of work. We must aid individuals to become conscious of these skills, and increase their effectiveness in these areas, as they are vital to the success of any individual or team. We are being faced with overwhelming pressures and only through our ability to effectively implement the best practices of the team environment will we be able to reap the rewards of teamwork.

Unit 7: Influence the Participants

The ability to work well with a wide range of individuals ensures effectiveness in an environment of close teamwork. The various styles of influencing and when to apply each is reviewed. The meeting process for highly effective meetings is also introduced. It is critical that leaders understand where the sources of conflict come from and how to minimize them quickly. The ability to communicate and understand the team members is paramount.

The "Deliver" segment of work is composed of taking ownership and influencing. If we are to increase the effectiveness of our projects we must become conscious and competent in these skills. The inability to deliver our work to the next stage will lead to dropping balls and missed deadlines as well as poor communication and an inability to create a skilled team.

Unit 8: Continue the Improvements

The final skill set is to ensure competitiveness in these times of extreme change and global competition. This becomes the launch pad to change. We must be able to continually question the effectiveness of the processes we use and the effectiveness of our actions. The ability for a leader to learn becomes one of the most valued tools available. It is only through continuous improvement at an individual level will we ever be able to become a learning organization.



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The final skill of continual improvement drives the performance of all of the other skills as well as being the driving force behind innovation and creativity.

The ability to control this process skill set will ensure an individual will be limiting any risk of failure as well as equip them with the processes and tools to deal with any challenge they may face.

What drive all knowledge work are the continuous learning processes of both the individual and the organization.

All these skills combined with the already existing task skills will enable a team leader to produce highly effective and efficient results. The delivery of a program like this is completely client driven.

Together, we will ensure that it addresses your concerns and offers the developmental opportunities that will drive the organization to its vision.

In a 2 day process we are able to assist participants in becoming aware of the new concepts and give them the processes and tools to implement these new skills. By having all of a team participate they are able to use common processes and tools that will assist in continuity and communication between team members.



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