

Thrive

People department is there to help. Keep this in mind.

1. Intro to Objective Leadership & Delegation
 - a. Personal management style/philosophy
 - i. Personal Mission / Aligned with YW
 - ii. Team Focus
 - iii. Motivation and its effect
2. Situational Leadership
 - a. Managements Styles
 - i. Telling
 - ii. Selling
 - iii. Participation
 - iv. Delegation
 - b. Readiness Levels
 - i. R1-R4
 - ii. How to tell if someone is ready
3. Delegation
 - a. Delegation Dialogue
 - i. Pick the right person
 - ii. Be clear
 - iii. Attitude
 - iv. Stay involved
4. Communication Kit.
 - a. Recognizing emotional drives of employees.
 - i. Sympathy / recognizing the drive
 - ii. Empathy / situational understanding and directives
 - b. Conflict Resolution Skills
 - i. Cool down before you have a tough conversation
 - ii. Praise in public. Feedback in private
 - iii. It's not what you say but how you say it
 - iv. Make sure to let the other person have a chance to talk
 - c. Delicate Conversations
 - i. Observe
 - ii. Affect
 - iii. Compassion
 - iv. Ask
 - d. SMART Meetings
 - i. What is it
 - ii. Who is for
 - iii. Benefits
 - iv. Filling out SMART Form
5. Recognition
 - a. Honest recognition
 - b. Things to look for
 - c. Ideas for recognition
 - i. Praise
 - ii. Reward
6. Reviews
 - a. How to conduct reviews
 - b. Things to avoid