



## Leading Through Conversation

CultureFit's 12 Step Training Program for Leading a High Performing Team

### Building Trust

- Increasing self-awareness
- Building stronger relationships and improve people skills
- Effective conflict resolution
- Increases behavioural adaptability

### The Art of Giving Feedback

- Understand the power of feedback
- How to give constructive feedback using Situation Behaviour Impact model
- Identifying the difference between description vs judgement
- How to deal with different types of reactions

### Goal Setting for Success

- Learn how to cascade business goals
- Learn how to set SMART Goals
- Understand how to set expectations and gain agreement around goals
- The importance of collective goals and developing your scorecard

### Why Engagement is Key

- Learn how to identifying intrinsic and extrinsic behaviours within your team
- Identifying the four T's of Autonomy
- Learn how to set goals in the the pursuit of mastery
- Learn how to connect people to purpose

### Coaching for Performance Part I

- Identifying the difference between coaching and mentoring
- Understanding the styles of coaching
- Effective questioning
- Understanding the GROW model

### Coaching for Performance Part II

- Practice effective questioning and active listening
- Practice coaching using the GROW model
- Peer to peer feedback

### Peer Accountability

- Identifying behaviours that drive accountability
- Understanding the RACI model
- How to create peer to peer accountability
- How accountability drives performance

### Performance and Career Led Conversations

- The importance of regular check-ins
- The key to having a great performance management process
- How data can guide us through a quality performance and career conversation
- How to create development plans and performance improvement plans

### Leading with Emotional Intelligence

- Gain a clear understanding of emotional intelligence
- The ability to manage ourselves and our relationships effectively
- Self-awareness and self-management essential for authentic leadership
- Learn the key behaviours to great leaderships

### High Performing Teams

- Understanding Forming, Storming, Norming & Performing
- Using the Five Behaviours of a Cohesive Team model
- Leading through change
- The importance of team building

### What Type of Leader Are You?

- Identifying the type of leader you want to be and your team needs
- Understanding the six leadership styles
- When to use the different styles of leadership to manage your team
- Creating a development plan based on 360 feedback

### Effective Learning Techniques

- Understand 70/20/10 model and how it supports development
- Identifying your team's learning zones
- Understanding different learning styles - VAK visual, auditory and kinesthetic