

# THE 6 CRITICAL PRACTICES FOR LEADING A TEAM™



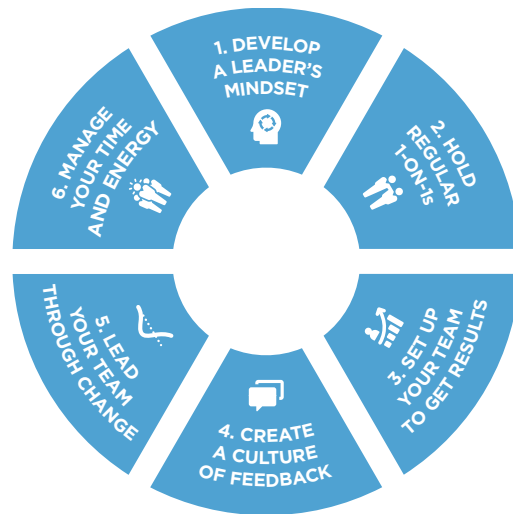
## The Challenge For First-Level Leaders

First-level leaders make a significant impact on every metric in your business: employee productivity and engagement, customer satisfaction and loyalty, innovation, and financial performance. They are the creators and carriers of culture for their teams and directly influence whether top talent stays or leaves. They are frequently responsible for the quality of the customer experience, and first-level leaders and their teams are the biggest source of product and process innovation. Your first-level leaders are the “Difference-Makers” in your business.

The role of the first-level leader has always been tough and today’s realities make the role even tougher. People skills typically account for 80 percent of success in this role. Yet many people are promoted because of their technical capabilities. Both new and experienced first-level leaders can struggle when it comes to excelling at leading teams in today’s workplace.

### Introducing *The 6 Critical Practices For Leading A Team*

This solution equips first-level leaders with the essential skills and tools to get work done with and through other people. The program is ideal for new first-level leaders who need to transition successfully from individual contributors to leaders of others. It also applies to leaders who have been in their roles for some time, and are looking for practical and relevant guidance on how to effectively lead and manage their teams.



Problem	Solution
<ul style="list-style-type: none"> <li>Emerging leaders need to learn more about being a leader.</li> </ul>	<ul style="list-style-type: none"> <li>Fast-tracks development of emerging leaders.</li> </ul>
<ul style="list-style-type: none"> <li>New team leaders need the foundations of leadership.</li> </ul>	<ul style="list-style-type: none"> <li>Equips leaders with the basic skills and tools every manager needs but few receive.</li> </ul>
<ul style="list-style-type: none"> <li>Existing frontline leaders need a refresher on the basic skills of leading others.</li> </ul>	<ul style="list-style-type: none"> <li>Level-sets leadership skills across an organization so that all managers use a common skillset and toolset.</li> </ul>

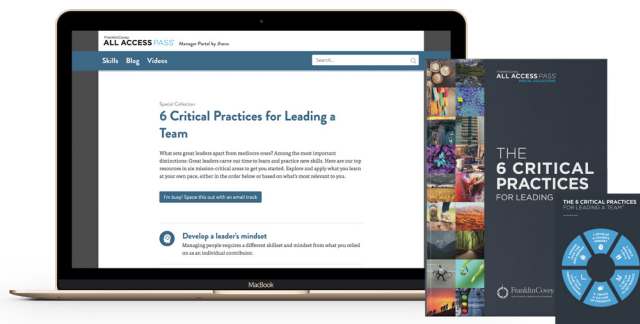
## Objectives

*The 6 Critical Practices for Leading a Team* is a special collection of carefully curated content from proven FranklinCovey offerings. The repurposed mindsets, skillsets, and toolsets provide first-level leaders with relevant and practical resources to help them excel in this tough and demanding role.

PRACTICE	OBJECTIVE
<b>DEVELOP A LEADER'S MINDSET</b>	Explore the critical mindset shifts that will maximize your success as a leader of others.
<b>HOLD REGULAR 1-ON-1s</b>	Increase engagement of team members by conducting regular 1-on-1s, deepen your understanding of team member issues, and help them solve problems for themselves.
<b>SET UP YOUR TEAM TO GET RESULTS</b>	Create clarity about team goals and results; delegate responsibility to team members while providing the right level of support.
<b>CREATE A CULTURE OF FEEDBACK</b>	Give feedback to develop team member confidence and competence; improve your own performance by seeking feedback from others.
<b>LEAD YOUR TEAM THROUGH CHANGE</b>	Identify specific actions to help team members navigate and accelerate through change and achieve better performance.
<b>MANAGE YOUR TIME AND ENERGY</b>	Use weekly planning to focus on the most important priorities, and strengthen your ability to be an effective leader by applying the 5 Energy Drivers.

## Delivery Options

- **Live/In-Person.** You can certify to deliver the one-day work session or FranklinCovey can deliver it for you.
- **Digital.** Bite-sized articles, videos, and tools organized around *The 6 Critical Practices*. Option for an opt-in, email-driven, digital-learning track over a 12-week period.



## Resources

### Participant materials include:

- Participant guide
- Practice cards
- An opt-in, email-driven, digital-learning track over a 12-week period

### Facilitator materials include:

- Virtual certification
- Facilitator guide
- PowerPoint® with embedded videos



The FranklinCovey All Access Pass allows you to expand your reach, achieve your business objectives, and sustainably impact performance. It provides access to a vast library of FranklinCovey content, including assessments, training courses, tools, and resources available live, live-online, and On Demand.

For more information, contact your Client Partner. Alternatively, reach us at +603 6205 5550 or email [info@leadershipresources.my](mailto:info@leadershipresources.my)

