

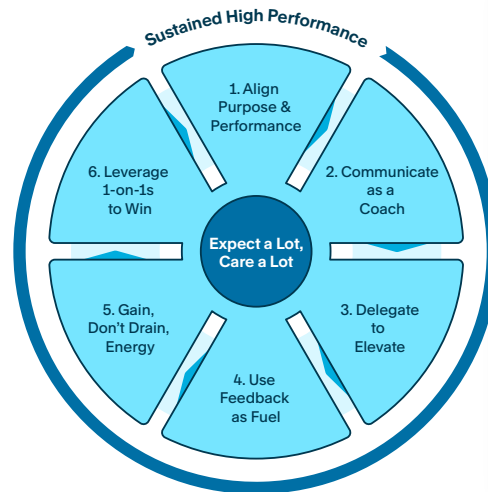


6 Critical Practices for Leading a Team[®]

Expect a Lot, Care a Lot.

Leaders at every level are being asked to deliver more, faster—often with stretched, disengaged teams. When leadership is inconsistent, costs show up quickly: missed commitments, rework, burnout, and attrition. The fix isn't adding more to a leader's plate; it's changing how they lead with what's already on it.

6 Critical Practices for Leading a Team is a practical operating system that builds daily and weekly habits to balance high expectations with genuine care. It equips every leader with the core people skills to shape trust, engagement, and performance—turning strategy into outcomes and enabling organizations to achieve consistently great results through people, not at their expense.



Managers account for
70%
of the variance in employee engagement.*

Only
27%
of employees report full clarity about their role.*

The shift this course creates:

From	→	To
Uneven execution across teams		Predictable execution with clear goals, role clarity, and high-value 1-on-1s that keep priorities moving
Capacity bottlenecks as the same few “go-to” people absorb most of the work		Expandable capacity by distributing ownership and matching support to skill and will
Turnover and burnout, even among top talent		Sustained engagement by pairing high expectations with genuine care and purpose that motivates best effort
Every manager leads differently, creating pockets of excellence and high risk		Consistent leadership through six repeatable practices that create shared standards for sustained superior results

Common Challenges

- Missed deadlines and slow results
- Default to telling instead of coaching
- Avoiding or delaying useful feedback
- Uneven performance across managers
- Losing good people to weak leadership

Benefits

- ✓ Hit deadlines and keep priorities moving
- ✓ Build capability and bench strength
- ✓ Reduce rework and improve quality
- ✓ Drive consistency in performance across teams
- ✓ Increase engagement and retention

Session 1

Introduction and Align Purpose & Performance

Leaders will be able to:

- Explore the “Expect a Lot, Care a Lot” mindset that will maximize their success as a leader of others.
- Connect team goals and roles to a compelling purpose, so work feels meaningful.

Session 2

Communicate as a Coach

Leaders will be able to:

- Use the LEAD Framework to ask, listen, and guide thinking instead of giving answers to team members.
- Build capability, trust, and ownership by helping people solve problems themselves.

Session 3

Delegate to Elevate

Leaders will be able to:

- Assign real ownership and stretch work to grow skills and autonomy.
- Use the Delegator Elevator to match support to each person’s skill and will, so ownership rises, and work moves to the right level.

Session 4

Use Feedback as Fuel

Leaders will be able to:

- Give frequent, specific feedback—positive and constructive—to accelerate performance.
- Invite feedback from the team and normalize feedback loops so leaders and teams improve together and reduce rework.

Session 5

Gain, Don’t Drain, Energy

Leaders will be able to:

- Model renewing behaviors to keep leaders and teams energized.
- Spot and remove common energy drainers that slow teams down.

Session 6

Leverage 1-on-1s to Win

Leaders will be able to:

- Hold consistent, high-value 1-on-1s tailored to each person to drive clarity, commitment, and progress.
- Apply the first five practices to strengthen relationships and accountability.

Sample Implementation



Delivery Modalities

6 Critical Practices for Leading a Team is available in multiple learning modalities, each with application and reinforcement microlearning. In every session, leaders apply the tools to their own priorities, turning insights into immediate on-the-job impact.

Product Components

- Participant Guide
- Cards
- Poster



The FranklinCovey All Access Pass® allows you to expand your reach, sustainably impact performance, and achieve breakthrough results. It provides access to a vast library of FranklinCovey content, including diagnostics, training courses, tools, and resources available Live In-Person, Live-Online and On Demand. For more information, contact your FranklinCovey client partner, email info@leadershipresources.my, or call +603 6205 5550.

LEADERSHIP RESOURCES
MALAYSIA



© Franklin Covey Co. All rights reserved.
AAP1811174 V1.0.7