

1. **Business Physics** – Identifying the critical data points and the prerequisite steps necessary in order to get staff-members to take ownership of their tasks and accept and embrace responsibility for their own performance.
 - a. What do all great leaders know about the boss/employee relationship?
 - b. The 4 crucial areas that highly effective leaders start with.
 - c. What is leadership? What is management? What is the difference?
2. **4 House Management theory** – Discovering the 4 primary areas of focus for the leader and learning to identify, manage, and balance these competing elements of organizational leadership.
 - a. Identifying the most frequently overlooked area of focus in business.
 - b. Learning how one of the most successful companies in American business history has achieved remarkable growth by focusing specifically on that overlooked area.
3. **Poker in Business** – Learning to effectively identify and manage the priorities of the manager/boss/leader.
 - a. Discover a powerful system for significantly better management of tasks, activities, and time
 - b. Learn from one of America's foremost business minds the four vital skills for improving execution and performance as a leader
4. **F&V** – The behavioral analysis process for dramatically increasing the effectiveness of leadership & management relationships with staff.
 - a. How to significantly improve one's Performance Potential.
5. **Social Learning Theory** - The incontrovertible prerequisite to the effective management of people.
 - a. How to establish more powerful credibility and greater positional leverage.
 - b. The Four leadership traps to avoid at all costs.
 - c. What does 'leading by example' mean?
6. **Propulsion Theory** – What causes people to move forward...or not?
 - a. What is motivation?
 - b. Can you really motivate others?
 - c. What do employees want, anyway?
 - d. How does a leader energize staff?
7. **The Chemistry Factor** – Unraveling the biochemical mysteries of employees' behavior and motivation.
 - a. What really drives employees' actions?
 - b. Can you as a leader impact that driver? If so, how?
 - c. Learn how to create receptivity to input in your staff.

8. **Employee Engagement** – Learn the most effective approach for getting employees to be more fully engaged with their work.
9. **Algebra in Leadership** –How great organizations bring about development and growth with their people.
 - a. What is the primary job of the manager-supervisor-leader?
 - b. Learn the systems the great companies have put into place in order to achieve such extraordinary levels of sustained success.
10. **Pygmalion Management** – The most-often-overlooked key ingredient to managing performance and productivity, from Harvard Business School.
 - a. Statistical analysis of the labor pool.
 - b. Study the powerful and compelling research from Harvard Business School regarding management.
11. **The Triquation Process** – How to manage for productivity improvement.
 - a. Explore how one of the most successful companies in business squeezes significantly more productivity out of its employees.
12. **Creating Self-Discovery** – The critical first step in employee development.
 - a. Learn an easy-to-master skillset for leaders.
 - b. Discover how employee growth really happens.
 - c. Learn how to establish control with discretion.
13. **The Law of The Cheetah** – Find out why employees don't do their job.
 - a. Understanding the root of 50% of employee performance issues.
 - b. Discover a specific tool to dramatically improve productivity
14. **Inertia, Entropy, & PSP** – Root cause analysis on employee issues.
 - a. Can people change? If so, how?
 - b. How to finally overcome performance and productivity problems.
 - c. A practical operating system for delegation and accountability.
15. **Curing Management Frustration** - The single element that distinguishes great leaders from average bosses.
 - a. 3 Steps to get employees to execute tasks better.
 - b. A powerful training model used by the best organizations in the world.
 - c. Dealing effectively with employee issues and providing constructive performance conversations.
16. **Niagara Falls** – The fascinating, hidden secret of highly effective leaders.

Advanced Concepts in Leadership

The Practical Application Follow-Up to The Physics and Chemistry of Leadership
A Four-Day Course

I. Leadership and Organizational Self-Assessment

- Assessment & Analysis of Leadership Strengths & Opportunities
- Assessing Management Relationship Effectiveness
- Achieving Accuracy in Management Self-Awareness
- The Transition from Management to Leadership

II. Building Effective Workplace Relationships

- Understanding The Mental Maps of Workplace Relationships
- Managing Conflict, Collegiality, and Emotionality with Employees
- Establishing and Maintaining Leadership Influence
- The Impact of Leadership Attentiveness
- Understanding the Roots of Employee Relationship Dysfunction
- American Management Research on Employee Relationship Issues
- Mastering Balance in Leadership Relationships with Employees

III. Leadership Credibility & Communication

- Identifying the Role of the Professional in Leadership
- Understanding Intentionality in Role Definition
- Background & Research on Establishing Leadership Trust
- Defining the Accountability Path in Effective Communication
- Achieving Mechanical Clarity in Communication
- Structural Communication and Organizational Trust
- The Elements of Behavioral Communication and Message Acceptability

IV. Employee Development and Coaching

- The Six Basic Functions of Supervision – In-Depth
- The Three Prerequisites for the Effective Performance Coach
- Gallup Research on the Four Key Elements of Employee Engagement
- The Foundational Mental Framework for the Leader as Coach
- Root Cause Analysis in Managing Employee Growth
- Creating an Employee Development Approach that Achieves Results
- Coaching and Managing for Measurable Progress
- The Forcefield Analysis in Developing Employees
- Better Hiring, Onboarding, and Initial Training
- Ongoing Coaching for Consistently High Performance

Learning Outcomes

Upon completion of the program, participants will have learned:

- A statistical analysis of employee performance issues and their root causes.
- The impact of workgroup culture on performance and how to manage it.
- How to identify and manage leadership priorities.
- A comprehensive understanding of the quadrant theory of human behavior – understanding the workplace behavior of self and others.
- How to manage the credibility of the leader.
- A deep understanding of employee motivation.
- How emotion and logic fit together to drive employee performance and behavior.
- How the effective leader sees, engages, and teaches staff.
- How to use neuroscience to enhance employee engagement and learning.
- Understanding the connection between employee engagement and customer experience.
- How to create powerful guided self-discovery with employees.
- Why employees don't meet expectations and how to manage through that.
- How to deal with performance and behavior challenges.
- A proven training model that works.
- The six basic functions of the supervisor.
- How to create more productive energy within the leader's AOR.