

	Course Description	Key Skills
Establishing Team Values	Learn the importance of team values and discover how to clearly define them.	<ul style="list-style-type: none"> • Self-assessing your own values • Aligning values to rewards, recognition, and performance
Motivating Your Team	Explore how to create a positive work environment and leverage each team member's personal motivators.	<ul style="list-style-type: none"> • Creating a positive and safe environment • Personalize approach to individual motivators
Leading Team Meetings	Learn how to effectively lead team meetings from prep, to facilitation and follow-up.	<ul style="list-style-type: none"> • Effective meeting preparation and follow-up • Facilitation best practices
Conflict Resolution	Find out simple strategies for managing conflict, including identifying conflict styles and adapting your approach.	<ul style="list-style-type: none"> • Identify conflict styles • Pause and adapt your style before reacting
Effective 1-On-1s	Discover 1:1 best practices, including how to ask open-ended questions and engage in active listening to build relationships.	<ul style="list-style-type: none"> • Effective listening • Asking open-ended questions • Empowering team members to own their development
Goal Setting	Learn the ins and outs of SMART goals and how to implement them with your team to help them grow.	<ul style="list-style-type: none"> • SMART goal setting and progress tracking • Supporting team member development
Coaching	Master basic coaching techniques like the GROW model and learn how to recognize and avoid common mistakes.	<ul style="list-style-type: none"> • Leverage the GROW model for effective coaching
Giving Feedback	Identify best practices for giving feedback and building a feedback-forward culture.	<ul style="list-style-type: none"> • Delivering effective SBI feedback • Modeling desired feedback behavior
Performance Management	Explore performance management best practices, including how to manage Performance Improvement Plans.	<ul style="list-style-type: none"> • Awareness of why performance issues arise • Creating effective PIPs
Delegation	Learn why delegation is a critical leadership skill and things to keep in mind when delegating.	<ul style="list-style-type: none"> • Five steps of effective delegation • Delegation best practices and how to overcome obstacles to delegation