

STRATEGIC PLANNING

Making Smarter Strategic Decisions: Duration 58:09

There are hundreds of strategic decision-making tools available to leaders. And yet, notwithstanding all these tools, organizations still frequently make poor strategic decisions. In this program, we'll show you several strategic decision-making tools (including decision trees and scenario analysis) that will help refine your strategic planning processes and do a much better job of anticipating your competitors' actions and the future condition of your particular market.

Understanding Financial Statements: Duration 132:18

When there's a recession, every manager needs to understand and speak finance. But sadly, most managers don't fully understand the Balance Sheet or Income Statement or Cash Flows Statement. How are managers supposed to work with Finance (to discuss budgets, propose new expenditures, cut costs, etc.) when they can't even speak the language of finance? How can managers lead during a recession when they don't have the basic tools to understand and improve profit, cash, and more? You will learn how to understand and manage the financial side of your business, have intelligent discussions with your CFO, and improve the financial side of your operations.

Capital Budgeting & Forecasting: Duration 59:09

How do you know if the investments you're planning to make are going to pay off? Can you distinguish between smart bets and bad bets? Capital budgeting is the planning process used to determine whether your investments (like new machinery, replacement machinery, new plants, new products, and research development projects) are worth pursuing. And in this program, we'll show you the most powerful technique for making smarter investment decisions. And we'll reveal the psychological flaws that people have that cause them to make bad capital investment decisions. We'll also show you an exciting formula for radically improving the quality of your forecasts (so you don't suffer from improbably optimistic or pessimistic forecasts).

Becoming a Visionary Leader: Duration 56:52

Every leader wants to be seen as visionary, but how? To be a great visionary leader, you need to get everyone aiming in the right direction, working in lock-step, and acting with passion. But if you start offering tired clichés every employee will roll their eyes, tune out and think this is all a bunch of hooey. In this webinar, we'll show you a 5-part model to create a vision that is both inspirational and memorable. You'll move beyond fuzzy and poorly defined visions and learn to sell a vision that balances your unchanging core values with all the turbulence in the outside world. We'll give you specific examples from visionary companies like Google and the Ritz-Carlton. We'll show you 3 mistakes that make people ignore your vision. Plus we'll outline 5 questions that every vision MUST answer and 10 cliché phrases you should NEVER use in a vision. You'll learn how to use data to justify and clarify your vision and stories to spread it like wildfire. Discover behavioral standards that help keep employees accountable. And learn how to stop focusing only on the daily grind of present-day issues and instead start developing the skills to become forward-looking and visionary.

FOSTERING A CULTURE OF ACCOUNTABILITY

Beyond SMART Goals: Duration 58:56

Most organizations are pretty good at filling out forms correctly. What we're less adept at is making sure the content on those forms is gutsy and challenging enough to result in something great. Find out why SMART (Specific, Measurable, Achievable, Realistic, and Time-bound) can still be pretty dumb. In this webinar, we've distilled the critical success factors into a goal-setting methodology called HARD Goals. HARD Goals push everyone involved beyond their current self-imposed restraints (and help them discover where their limits, if any, really exist). You'll learn how to push your people to achieve the extraordinary, even in the toughest of times. We'll show you why SMART Goals fail and 4 keys to setting goals that test every one of your limits. You'll learn why goals that serve something bigger than ourselves are so motivating. We'll give you 3 tools for describing and presenting goals so vividly that to not reach it would leave your employees wanting. Also, discover how to make your goals appear as critical to continued existence as breathing. Gain insight into whether or not to or not you should use a competitive threat or rival to motivate great performance and why you should NOT give people all the Skills, Budget, Time and Authority they need to complete their goals. Also, learn how to test whether your goals are actually too difficult or not difficult enough.

You CAN Teach Attitude: Duration 56:49

Are there people in your organization who have bad attitudes? If you think it's just a personality trait that you have to suffer, think again. You CAN teach attitude and in this webinar we'll show you how. We'll begin by breaking down attitude into a descriptive list where you will begin to see the importance of addressing this issue. Because attitudes become behaviors, you can tackle a bad attitude through behavioral standards and assessments. In this program, you'll learn the how to create these standards based on your organization's culture. You'll also learn how to assess attitude with examples of behavioral word pictures designed to provide concrete (observable, gradable, verifiable, and explicit) standards that can be measured. We'll also give you tips on how to use reinforcement to drive the message home. With these tools, you'll be able to demonstrate to your employees (and to a perfect stranger) the kind of attitude your organization demands.

The Super-Productive Employee: Duration 58:01

To really help your employees become Super Productive (i.e. stop wasting hours a day gossiping, updating their resume, checking their investments) you've got to get more focused, identify your top priorities, eliminate timewasters, make smarter decisions, distinguish between important and unimportant work, get rid of wasteful processes (including useless meetings), and help your employees move past blaming, excuses and paralyzing anxiety. Sound daunting? In this webinar, we'll give you the tools to do just that. We'll show you how the new syndrome we call "Recession Rumination" can wreak havoc in your organization at the time when you need high productivity the most. You'll learn how to prioritize tasks using our "red light/green light" system. Learn to ask your employees to become more productive and accountable (without them rolling their eyes) and how to make yourself more productive by eliminating "psychic tension" and by using tools such as Regression Analysis, Time Analysis and the Daily Huddle.

Overcoming A Culture of Entitlement: Duration 60:09 *NEW*

When employees feel "entitled," they resist change, they drag their feet, they're not accountable, and leaders are constantly frustrated. Whether employees are entitled because they're so young or entitled because they've been with you forever or entitled because of a paternalistic culture, you'll learn how to help employees be accountable, proactive and responsible. Learn how to transform an entitlement culture from the inside-out, how to radically improve accountability and ownership, and do it so smoothly and subtly that employees actually welcome your efforts. We'll share the 15-minute conversation that managers must have with employees that immediately reduces employees' sense of entitlement and gives them a greater sense of personal ownership and an employee survey metric that will tell if you have an entitled culture (and where it's most entrenched). Learn how some of your HR processes are inadvertently creating a sense of entitlement, three simple fixes that can turn entitlement into accountability, and the three biggest mistakes that managers make that keep employees feeling entitled. We'll share how "article reading contests", "days of service" and "manager for a day" programs can help. We'll also discuss a 5-step Personal Development Plan that forces every employee to take personal responsibility and puts the manager in the role of Coach versus Parent.

Put More Accountability in Your Culture: Duration 58:35 *NEW*

Do your employees act like owners or renters? Look out your office door... is every one of your employees acting like an owner? Are they fully accountable, passionately driving huge results, without ever making excuses? Or, are some of your employees acting like renters? They may do their job okay, but you'll probably hear some excuses or finger-pointing, maybe even some entitlement and their passion will be lacking. Some organizations have hardwired accountability into their culture. Their employees take ownership; they're passionate, driven, collaborative and open and make absolutely no excuses. After studying hundreds of these companies, we've identified the best practices that drive their success and their high levels of accountability. Once you complete this program, you'll know how to identify and navigate the 5 stages of accountability; you'll put our actionable 5-step Personal Development Plan into practice; you'll equip yourself with our revealing 8-question Accountability Test; and you'll become a master of the 4 conversations (candor, ownership, no excuses and planning) that leaders *must* have with employees to drive accountability.

Finding the Time to be a Leader: Duration 59:00 *NEW*

Three key questions to ask in order to become a successful leader. What are our goals as a leader? How do I structure my day effectively? How can I use my team to effectively and efficiently complete tasks?

LEADING PEOPLE

Are You a Manager or a Leader? : Duration 58:06

“Manager” and “leader” are more than titles. They’re more like spheres of activity. To be truly effective and successful in a position of authority, you need to be a combination of the two. Get rid of traditional descriptions of your role as a manager or leader; discover a balance of both (as well as your personal strengths) that will work now and into the future. In this webinar, we’ll define the difference between a manager and a leader and we’ll show you how to test yourself to see which areas you are succeeding in and which areas need work. You’ll be able to score the test and use it as a guide to developing a well-rounded set of skills based on your individual situation. You’ll also have the opportunity to learn from your peers as we site examples of how top leaders and talented managers failed due to their narrow scope and lack of a broader approach.

Managing Generation Y: Duration 56:26

They're young, smart and brash. They may wear flip-flops to the office or listen to iPods at their desk. They want to work, but they don't want work to be their life. This is Generation Y, a force of as many as 70 million, and the first wave is just now taking their place in an increasingly multigenerational workplace. In this webinar, we'll show you how to motivate and manage this generation. You'll learn what makes them tick, how to retain them, and make them productive and energized. Specifically, we'll outline the six psychological events that made Generation Y the people they are today (and how to use that insight to attract and motivate them). We will show you three mistakes HR makes when they're recruiting Generation Y, and five mistakes managers make that immediately de-motivate them. You'll learn how to harness their technological skills without making them arrogant and how to give them the frequent positive reinforcement they want without lowering your standards. Additionally, we'll explain how to meet their needs for instant gratification while still keeping them on a formal path to get them trained and experienced.

Managing Remote Employees: Duration 57:15

Do you have employees located in another building, state or even country? Do some of your employees work from home? Remote employees can be a real asset, but managing them can be a struggle. We'll show you the latest techniques for leading far-flung teams and employees. Learn how to reach remote employees with leadership tools designed for distance, including specific communication routines (including what questions you should always ask and never ask) and a 3-step process for delegating large projects that gives you frequent progress checks (but without any micromanaging). We'll discuss how to transmit your corporate culture to employees that never get to see your corporate HQ, how to adjust your leadership to virtual settings as well as the pros-and-cons (and creative uses) of the latest technologies (social media, wikis, blogs, etc.). Discover how to keep employees disciplined from miles away and three tools to build trust.

Managing & Motivating Your Superstar Employees: Duration 60:53

Superstar employees are NOT motivated just like everybody else (their psychology is very different). So you can't use the same old techniques and expect to keep your high performers, let alone keep them operating at a superstar level. In this program we'll identify the three psychological factors that make high performers different from ordinary employees, and we'll share a 5-step Career Map that works even when promotional opportunities are limited. Superstar employees react very differently to compensation issues. Learn why and what to do about it. And how do you set challenging goals that inspire these employees to keep them motivated? We'll show you how. First, you'll need to know the three things that really de-motivate them and how to give feedback without making them defensive, not to mention how to prevent a star employee from becoming a “talented terror”. Then we'll discuss how to use your star employees as teaching examples to improve your middle performers.

Maximizing Your Middle Performers: Duration 54:24

The backbone of every organization is middle performers, and yet they are the group that gets the least attention when it comes to motivating and maximizing their performance. Learn specific skills to motivate and harness the untapped potential of the middle performers that comprise the majority of your workforce. Gain insight to what stops middle performers from becoming high performers with a 5 category diagnostic assessment. Set the stage for motivation by having a conversation with your middle performer – get practice with scripts designed for each kind. Learn to express your confidence and set targets that actually motivate.

Delegating to Get Results: Duration 58:47

Delegating may seem simple and obvious, but is actually a skill that requires effort. Delegation is an important part of making yourself and others more effective and productive. So, why is it so difficult? Why are we so reluctant to do it? In this webinar, we discuss 2 reasons why delegating is a challenge and the ripple effect it has on your organization. You'll learn the "7 P's" of delegation including guides for how to prioritize tasks (one of the toughest challenges) and how to define your expectations. We'll show you how to help your employees thrive (while maintaining your goals and standards) with "5 levels of freedom." We'll also give you 7 questions to ask when on the receiving end of delegation. Whether giving or receiving, delegation done well is a win/win situation.

Giving Constructive Feedback to Your Coworkers (without making them angry): Duration 57:40

Coworkers don't report to you, they have the same power as you, and they probably don't want to be criticized by you. So what do you do when a coworker does something (or makes a mistake) that needs correcting? In this webinar, we'll show you how to "speak the truth" to your coworkers in a way that doesn't make them defensive or angry. Through the use of a three part analysis, you'll learn how to set conversation goals, "untangle" your message (with our 4-part model: Facts, Interpretations, Reactions, and Ends) and measure your relationship in order to know how your coworker might respond. Armed with this analysis, you'll be ready to choose a course of action detailed in two specific and scripted approaches to giving feedback tailored for negative and positive relationships. We'll help you avoid conversation killers like blaming, pleading and the "compliment sandwich." Finally, you will know what to say and in what order to tackle this very necessary and delicate conversation.

Conducting Year End Reviews and Creating Development Plans: Duration 89:55

Every manager should be ready to conduct year-end performance reviews for their employees that are simultaneously candid and motivating. And managers must know how to write development plans that get employees both passionate and aligned. However, the sad truth is 87% of employees say their year-end reviews are a waste of time and that they don't take their development plans seriously. This 90-minute webinar gives managers the specific scripts and tools to turn dreaded year-end reviews into highly-motivating conversations that improve performance and set inspiring goals and development plans for the upcoming year. We'll share a 7-part Developmental Plan handout, two questions that reveal employees' secret desires and motivators to keep them energized (even if money and career advancement opportunities are limited), three things that need to be in every performance plan, and four things that need to be in every development plan. Plus, you'll learn how to apply the I.D.E.A.L.S. script to deliver feedback that inspires improved performance. We'll also address in what order you should talk to high, middle and low performers, what to highlight and which conversations you should never have during performance reviews.

Career Discussions with Un-Promotable Employees: Duration 54:06

Not every employee can, or should be, promoted. Maybe they're just too good in their current role. Maybe they don't have the right skills for that next rung on the ladder. Maybe their talent is maxed out. Or maybe, in a recession, there's simply no room above them. Whatever the reason, how do you have a career discussion with someone who really wants to move up? How do you help them to realize that they need to stay in their present role? And how do you help them find deeper fulfillment right where they're at? You don't want to lose great people just because you need them to keep doing the job they're already doing. You'll learn specific techniques to conduct meaningful, sensitive, productive and transformational Career Discussions with employees that just aren't promotable and discover how to turn their disappointment and frustration into positive energy and renewed enthusiasm for their present job.

Motivating During Tough Times: Duration 56:07

Tough times in the workplace can stem from even the smallest changes and can create harmful stress for employees. When times are tough and employees feel anxious, productivity goes down. Learn to manage your employees out of anxiety back into confidence with a balance of optimism and realism. Find out how your attitude and behavior directly affect your employees level of motivation and learn the art of setting targets that inspire. The right language and interaction can make all the difference; tackle denial, anger, blame, excuses and anxiety head on with "accountability conversations." Personalize our examples and scripts to remove resentment and empower your employees with a sense of acceptance and choice.

Put the Spark Back in Your Culture: Duration 58:50

How do you kick-start a new year, reignite your employee's passion, win back their commitment and put "spark" back in your culture? We'll show you how. Learn what memo every CEO should write and the 4 steps managers and leaders can use to create a vision and goals that will stop employees from wallowing in the past and instead get them fired-up about the future. We'll show you how to balance optimism and realism, and we'll provide you with a 3 step script every manager can use at daily/weekly staff meetings. If you want to create heroes and insulate your culture against cynical naysayers, you need to watch this program. Even if money and career advancement opportunities are limited, we'll provide you with 2 questions that reveal your employees' secret desires and motivators.

Unleashing the Power of Introverts at Work: Duration 59:00 *NEW*

Focus on three major topics. What does it mean to be an introvert? How can you lead an introvert in an effective and supportive way? If you are an introvert, how can you unleash your own powers in the work environment?

The Psychological Secrets of Great Listening: Duration 59:00 *NEW*

There is much more to listening than simply sitting and nodding your head. This program teaches you how to gather information, separate what is necessary and what isn't, and making sure you are open to new ideas. These tools allows one to effectively listen to presentations and retain the information that is being presented.

INFLUENCING OTHERS

Influence without Authority: Duration 52:45

Your success as a leader depends upon your ability to get things done up, down and across all lines. Today's leaders operate in politically-complex and highly-fluid organizations, where the lines of formal authority are fuzzy and authority is continually questioned and challenged. You'll learn the cardinal rule of influence and six Fallacies of influencing others (classic mistakes that significantly undermine leaders' effectiveness). You'll improve your ability to reach others by understanding what makes them tick with the help of our "Seven Driving Needs" and scripts for addressing each kind of need. We'll show you how to stop pitching, start listening and succeed in influencing.

****Assessment included***

Managing Your Boss: Duration 58:55

It's nice to imagine that you have total control over your career success. But the reality is that your relationship with your boss has a huge impact on your ability to succeed. The stronger your relationship with your boss, the more success you'll have. Managing your boss is not manipulation – it's about understanding your bosses' strengths, weaknesses, goals, styles, and needs so that you can make them, and yourself, amazingly successful. You'll learn how to solicit constructive feedback from your boss and use that to deepen your relationship with them, how to use positive reinforcement "upwards" to build rapport with your boss, what eight questions you should always ask when your boss gives you an assignment to guarantee successful completion, how to deliver bad news to your boss and how to develop "informational power" so your boss always turns to you for insights and suggestions.

How to Speak So Others Will Listen: Duration 45:46

In this program, you'll learn the best practices for becoming a world-class communicator. You'll learn what communication really means and will gain practical tools for strengthening your communication skills, including a Communication Preference Profile and Self Assessment Test. You will learn how to use these tools to fill the gaps in order to reach out to people with varying communication styles. You will learn how to ask the right questions and how to analyze feedback from others as well as which media or method to use to communicate most effectively. Also included are tips for what to do when you don't know what style of communication your listeners prefer and how to adapt your message during times of stress.

****Assessment included***

The Secrets of Killer Presentations: Duration 55:56 *NEW*

Most presenters just trudge through a pile of text-heavy slides, boring their audience to sleep, never understanding the one thing an audience actually needs to hear. Fortunately, with our dramatically better understanding of neurology and psychology, the science of giving "wow" presentations has advanced light years. Using the latest presentation techniques and tricks from neurologists, visual designers, speech writers, psychologists AND the coolest presentation technology from companies like Google and Prezi, this webinar will show you how to keep your audience riveted on the edge of their seats.

LEADERSHIP IQ

Learn the secret technique that neurologists know for making your message unforgettable, how to use a storytelling technique to entice your audience in the first 30-seconds, and how to create a roadmap for your presentation. We'll share how the CEOs of Apple, Google and Starbucks can deliver killer presentations in just 1 sentence. We'll discuss new presentation technologies, three visual designs that need to be in your next presentation, how to speak to the four distinct personality types, and how to develop "stage charisma" whether your audience is big, small or even online. We'll also discuss new online technologies that radically improve attentiveness and two critical changes to adapt your live presentation for an online audience.

How to Write Emails That People Actually Read: Duration 54:42

Like every leader, right now your email inbox is stuffed with useless and redundant emails that you'll never read or respond to. But how much time and money could your organization save if managers and employees stopped sending useless emails? What if every employee and manager only sent emails that were so important and captivating that everyone read them carefully (and actually responded)? Most emails are too long or too short, are poorly written, go to too many (or too few) people, lack a clear "call to action," have unclear subject lines, and commit dozens more mistakes. You'll learn how to write emails that people actually read and drastically reduce your organization's email volume.

The 7 Deadly Sins of Meetings: Duration 58:00

"I spend half my life in meetings, and I hate them!" Most leaders dread meetings. There are seven reasons why meetings are so painful, and seven ways to transform meetings into engaging, productive and exciting forums for breakthrough thinking. You'll get everyone to stop treating meetings as free resources to be wasted and start treating meetings like an expensive resource to be invested wisely. Make any meeting productive by creating a Statement of Achievement. Learn exactly which meetings should not be held. Get everyone to show-up prepared and ready to be insightful. Eliminate the real reason why critics, mimics, comics, bullies and worriers attend your meetings. Stop writing long-winded minutes and start writing actionable Decision Grids. And learn three questions to ask at every meeting to improve every meeting.

Speak the Truth Without Making People Angry: Duration 59:00 *NEW*

It is never easy to tell people the truth, especially when it involves difficult situations such as letting an employee go or having to cut salaries. This program offers a series of techniques that can be used when faced with such situations and teaches you how to appropriately speak the truth.

Putting the 'Wow' in Highly Technical Presentations: Duration 59:00 *NEW*

Everyone has to make presentations at some point in their career. Unfortunately, in most cases, they can be quite boring and uninformative to an audience. This program educates you on how to put 'life' into your presentation. No matter the topic or content, captivating your audience is key to a presentation and this program teaches you how.

BUILDING POSITIVE WORKING RELATIONSHIPS

What's Your Emotional IQ?: Duration 59:18

Emotional IQ is more predictive of leadership success than raw brains or years of experience. In this webinar, take an Emotional IQ assessment to measure your current Emotional IQ and identify opportunities for further development. You'll learn to develop self awareness, to figure out what makes you tick, what situations set you off, how to avoid them, and how to maintain great emotional control. We'll discuss how to read other people, become significantly more aware of what others are thinking and feeling, and how to be much more accurate in determining why people act the way they do. You'll develop emotional management skills and learn to manage and influence others' emotions. Finally, we'll share how to defuse and deescalate tense situations, to bring people out of their shell, link people together and turn seemingly messy situations into clearly predictable opportunities for great leadership.

****Assessment included***

Can't We All Just Get Along?: Duration 59:48

In this program, you'll learn the best practices for controlling and resolving any level of conflict, from tiny squabbles to epic battles. You'll learn how to defuse intense emotions, minimize the risk of emotional contamination, keep cool even under the most brutal attacks, and transform intense situations into stronger working relationships. We'll show you a 4-step process for taking control of any conflict situation and what you should never say during conflict. You'll see how to manage conflict whether as a participant, or as a mediator between others. And we'll show you the exact scripts to use for each situation, so you'll never have to guess how to handle any conflict, big or small.

Managing Narcissists, Blamers, Drama Queens and More: Duration 58:35

Do you ever have to deal with giant egos, or blamers, or people who find drama in every little thing? Do you have to work with anyone who always sees the negative in any situation? Or someone who is hyper-sensitive and always gets their feelings hurt? Sadly, not every person in our organization is nice, pleasant and easy-going. So you've got to know how to manage and understand difficult personalities. Fortunately, we've identified the Big Five difficult personalities that drive most conflict in organizations, and we've developed specific scripts for dealing with each one. You'll learn specific scripts for managing Narcissists (Giant Egos), Blamers and Finger-Pointers, Drama Queens and Kings, Negative and Overly Sensitive people.

Managing Talented People with Bad Attitudes: Duration 55:44

Wouldn't it be nice if all talented people had great attitudes? Unfortunately, sometimes our most skilled people can be arrogant, narcissistic, dramatic or negative. These "talented terrors" drain your energy and hurt your team (and have a toxic influence on your other employees, make you look ineffective as a leader, and chase away the high performers that actually have good attitudes). In this webinar, you'll learn how to hold people accountable for bad attitudes with six rules that force them into compliance. We'll show you how to put attitude evaluations into your performance appraisal and disciplinary processes. Help Talented Terrors understand that their attitude is really a problem and maintain total control of the conversation without letting it get off track. We'll give you three sentences to say when your Talented Terror is a colleague (not a subordinate) and a 4-part script for Talented Terrors that just refuse to change.

The 7 Psychological Secrets of Great Customer Service: Duration 57:21 *NEW*

Customer service is the new battleground for organizational success, but most customer service stinks because companies don't understand the psychology of their customers. In this webinar, learn cutting-edge customer service techniques from sciences like psychology and behavioral economics. Learn how one unexpected gesture can give your customers a "wow" experience, why paraphrasing the words of angry customers can make them absolutely furious (and what you should say instead), how to plant a positive emotional image in customers minds to increase their patience and trust, and the one question you should always ask whenever a customer calls to report a problem. We'll share how "positive labeling" can radically improve people's behavior and why "process transparency" greatly relaxes customers and reduces their anxiety. We'll discuss how installing a mirror can improve everyone's behavior, how to "individualize and personalize" your customers so they feel an intense emotional connection to your staff, why beginning conversations with questions like "how are you doing today?" can anger 40% of your customers and three questions that every customer wants you to answer. You'll also learn how to use "emotional intelligence" instead of fake-sounding scripts, how to apologize to a customer and win back their loyalty, and four questions you should insert into every customer service satisfaction survey.

DEVELOPING A HIGH PERFORMING TEAM

Hiring Stars with Great Attitudes: Duration 57:15

Have you ever hired someone who had great technical skills but couldn't fit your culture? Had the perfect resume but wasn't coachable and couldn't accept feedback? Had "canned" answers to all of your interview questions? Had doubts about, but you hired them anyway (and then they turned out to be a bad hire)? If you said "yes," you're not alone. Most new hires fail due to lack of the right attitude rather than technical skills. In this webinar, you'll learn how to assess "attitude" issues such as coachability, temperament, motivation, and other high performer characteristics that often go undetected in interviews. We'll help you define the attitudes you are looking for and tailor (eliminate bad questions, add good questions and create "brown shorts" questions) your interviews to select for the high performers with the best attitudes. With our sample questions and evaluation chart, you'll take the guessing out of hiring and will stack the deck in your favor.

How Great Managers Retain Employees: Duration 56:10

Have you ever heard the expression "Employees join a company, but they quit a manager"? Learn the immediately implementable skills that great managers use to engage and retain their best employees (without paying them more money). We'll show you how to get past the paralysis most managers feel when tackling this big job by helping you identify your retention priorities so you can act fast to catch these employees early. You'll learn practical tools for making one-on-one conversations with your high priority employees easy. Plus, you'll learn how to process the results of these conversations into simple models that will help you analyze what the problems are and in order to address them directly. You'll be surprised to find that most employees can be retained with less cost an effort than you may think.

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Why 5-Point Scales Don't Work (and other Deadly Sins of Employee Engagement Surveys): Duration 57:06

Getting feedback from your employees is an important component of maintaining a positive and effective work environment. Employee surveys have become the preferred method of collecting this data, but is this truly the most effective? Did you know that an employee survey should never use a 5-point scale? Or that you should never ask employees if they're satisfied with their job? You'll learn the latest employee survey science, including what survey scale to use, why you should never ask employees if they're satisfied (and what to ask instead), why you only have 28 days to deliver survey results, and how to hold managers accountable for delivering survey results.

Getting Your Team on the Same Page: Duration 54:29

One of the great frustrations in leading a team is trying to get everyone to achieve the same goal. The lack of a clear purpose and direction is a huge source of infighting, territoriality and wasted time. This webinar will show you how to align your team and get everyone focused on achieving the same goal. You'll learn what questions to ask to unify and streamline your team. You'll discover ways to maximize the potential of your team by integrating real team tricksters (individual agendas, roles) and by eliminating things outside of your team's scope. We'll also give you a model for implementing a decision making process that removes assumptions and misunderstandings that slow teams down.

Getting People to Trust You (the latest research and specific techniques): Duration 56:42

Trust is fundamental to leadership. Find out why it really matters and how it is directly linked to employee loyalty and performance. In this webinar, we'll show current state of trust in the workplace and why some people are trusted and others are not. Think trust is just a matter of being honest? You'll learn the six key steps (in order of importance) to build trust with your employees beyond honesty and truthfulness. We'll show you the surprising results of one of the largest studies on trust (with actions you can start today).

MANAGING CHANGE & PROMOTING INNOVATION

Helping Yourself Embrace Change: Duration 56:21

Change is a fact of life and a common occurrence in the workplace. How do you respond to change? Do you see it as an opportunity or fear and resist it? You may find that, like most people, you feel some anxiety and discomfort in the face of change. While it is normal to feel this unease, fear of change can quickly snowball into a destructive force throughout an organization. This webinar will guide you through your reactions to change and will give you the tools to overcome fear and resistance so you can turn any change you face into an opportunity. Learn to define the change you face in terms of facts, interpretations and reactions, how to harness the skills you used and mistakes you made in your past experiences with change (professional and personal) to conquer a current or future situation. We'll show you a 5-step process for questioning your assumptions and rewriting your beliefs so that you can take action and set goals for achieving the desired outcome of any change.

Helping Others Embrace Change: Duration 56:27

Is your organization facing a difficult change? Are you dreading the resistance you'll meet from others? Do you have a solid plan for how to get everyone on board? In this webinar, learn how to turn difficult change into fantastic opportunity. We'll begin by discussing the many ways people react to change all the way from fear ("fight or flight") to excitement. Learn how to get others to leave the status quo by using our "Why, Where, and How" technique and discover the value of trading in your managerial approach for a gentler, more intrinsic and psychological leadership approach. We will also give you specific guides for navigating the leadership approach including: four rules for listening, a model we call the "Power of Choice," and "The 4-R's" (Reinforcement, Representation, Reciprocity, and Results). With the help of these tools, you will learn how to use the positive (employees and ideas) to influence and inspire others to embrace the difficult change.

How Great Leaders Manage Change: Duration 57:07

A Harvard Business School study found that 70% of change efforts will fail. And a Leadership IQ study found that mismanaging change is the #1 reason why executives lose their jobs. Do we need any more reasons to master this critical skill? In this webinar, you'll learn the biggest reason that change efforts fail (and how you can fix it). You'll also learn how to inspire employees to leave the status quo and embrace new changes, win-over fence-sitters and deal with change resisters. We will show you how to test your change efforts with four questions that will predict the success (or failure) of your change effort and three questions that will assess your motivational power. Then, you'll learn how to hardwire change to last.

LEADERSHIP IQ

5 Secrets of Truly Innovative Cultures: Duration 60:11 *NEW*

Are you worried about your products, programs or campaigns getting sleepy, allowing your competitors to out-innovate your R&D team and steadily win market share in the process? This program shows you how to empower your employees to unleash the commonsense and radical solutions that will answer your organization's biggest challenges and put you back on top of the competition. In this program, you'll discover how the world's most innovative organizations like Google, Procter & Gamble and General Electric keep their competitive edge by fostering a culture of innovation that empowers employees to take ownership of new initiatives, solve long-conceded problems and transform your biggest challenges into your greatest opportunities.