

Leaders in Business 1.0



PIVOTLEADER
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Business leaders in British Columbia often promote from within as a strategy for attracting, retaining and maintaining engaged employees. To support this strategy, they make a considerable investment to ensure that new, entry-level employees feel supported. This is good. However, all too often, companies forget to invest in their newly promoted managers and emerging leaders. As a result, distracted teams often fail to realize their true potential.

The 15–areas are: Sales, Marketing, Leadership, Strategic Planning, Financial Management, Human Resources, Customer Experience, Business Systems/Operations, Communications, Coaching, Choice (Time) Management, Business Development, Gross Profit Maximization, Management Fundamentals and Personal Effectiveness.

COURSE FORMAT



- 2 x 60 min in-person classroom training sessions per month
- 1 x 60 min 1 x 1 training session with your highly qualified business trainer
- Book Reviews, videos and other materials to support training sessions
- Weekly accountability reporting
- End of course, celebratory wrap up event and certificate upon completion

WHAT PARTICIPANTS WILL LEARN WITH THIS TRAINING:

Over 8-months, we will focus on the following leadership areas. Training will be adjusted to fit specific needs, however the goal is to ensure that participants have a comprehensive understanding of the following areas:

Management: Participants will learn to behave like a leader 100% of the time, not just when it's convenient. Emphasis is placed on ways to equitably measure employee progress and performance and how to discuss progress and performance in a respectful manner directly. Participants will also learn ways to recognize time wasting behaviours so that they can focus on activities that resolve problems and move the team forward.

Communications: More than ever, today's workplace needs clear, consistent, and respectful, communications that acknowledge cultural and strategic value. Participants will learn the different contexts of communication as they relate to face-to-face and electronic communications, and the role that body language plays in communication. Key takeaways include dependable fall-back rules to help decide when to phone, when to text, when to email and how to check for commitment.

Human Resources: It all starts with a clear job description! Well written job descriptions are a key component of any successful company as they provide all those working in a recruitment, selection or supervisory position the information they need to select candidates and manage performance. Participants will also learn how to give successful and clear staff reviews, feedback and staff meetings.

Coaching: According to studies of Fortune 500 companies, 25-40% employ outside business coaches to support senior managers and front office staff. In this program, participants will be introduced to the business coaching process which supports an action plan that prioritizes enhancing strengths and addresses weaknesses in proportion through regular one on one meetings.

Choice (time) Management: We all have the same number of hours to work with. After that, it's all up to the choices we make. In this unit, participants will learn to start and finish every day with 5-minute routines to identify the most important three priorities that require energy and attention. Our focus is not dependent on technology so whether participants prefer Google Calendar, MS Outlook, I Calendar or a paper-based planner it doesn't matter. The focus will be on pausing and resetting multiple times a day to check and course correct to make sure that what's important stays important.

Financial Management: Participants will understand the workings of a Profit and Loss (P&L) statement and how to manage the financial results expected of their team. They will learn how to use financial statements as a key decision-making tool and how line items can be adopted as Key Performance Indicators (KPIs) to actively manage the business. They will understand how Gross Profit affects all aspects of the business.

Leadership: Through their leaders, employees learn what's important and what constitutes acceptable behaviour in the workplace. Leaders often forget that people are watching. When they do, the void between the professed vision and values of the company and it's leaders leaves rank-and-file employees confused and, often, very disappointed. Participants will learn the value of acting with integrity and purposefully choosing behaviours that support company values and purpose by showing concern and compassion for all team members. Leaders aren't perfect, but the best ones make decisions deliberately and course correct with humility when needed.

Business Systems: A primary role of any leadership position is to grow the business. Doing so usually requires process improvement – reworking systems and tweaking processes to eliminate bottlenecks and streamlining business flows. Participants will learn best practices and how, when processes are communicated clearly, teams can work smoothly even when the supervisor is away.

COURSE OUTCOMES

When the 8-month Emerging Leader Executive Development Program is complete, the Emerging Leader has developed competencies, and gained real-world experience in mastering management and leadership Best Practices in disciplines that will serve them well for the remainder of their career, including Sales, Marketing, Service, Operations, Finance, Strategy, Communications, Coaching, Leadership, Performance Management, and more.

These leaders will have a better knowledge of themselves and how to manage their team members. Development of these skills will lead to healthier organizations and more profitable companies. The skill sets obtained during the program will ensure job security and create opportunities for advancement within their organization. Learning will be evaluated based on performance improvements, quizzes, and leadership assessments throughout the course.

PROGRAM DETAILS

Total Costs: \$599.99/month (\$4,800 total)

Class size: Limited to between 8-14 individuals/per class

Course Dates: October 2021-May 2022



Contact us to enroll today: 778-807-9471
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