

# Real Results in Leadership

**REACH offers customised Leadership Development programmes to build front line supervisors capabilities into usable skill sets that will drive performance in your organisation. REACH offers three sub-services; Customised Workshops, Limited Engagements from current Leadership modules and full blown, company-wide customised Leadership Development programmes for your entire company or division.**

We believe that to actually get benefit from any Leadership Development initiative, the training must be accompanied by professional coaching. It is the coaching, where the leadership content can be reviewed and discussed live on the job that actually engrains usable skills. This sets our program apart from any classroom programme. The result is your supervisors and managers will visibly improve their decision making and ability to impact cost control, up time and personnel retention. These skills are aligned with corporate values and goals for immediate corporate performance enhancement.

## **Being a Leader requires more than 'knowing your job'.**

Typically personnel are promoted because they are better at technically performing the job, not because of their inter-personal or leadership skills. This is acceptable, but to be effective, we must give these individuals the basic, usable skills to be successful front line supervisors and managers. In their new role, technical proficiency or 'knowing the job' is not enough. Many people find it intimidating to transfer their knowledge to others in an effective way. They don't need academic solutions or fancy philosophy. They need concepts that are logical and practical in their specific environment, solutions that actually work. But to achieve this, they require coaching as they practice the skills for the first time.

Most companies give personnel a book or send them to a course and tell them to 'get on with it'. Once they try the few things they manage to remember in the few moments they were paying attention, they often deliver the skill clumsily and then give up. The Coach reinforces the concept to build the actual skill until they wield it effectively. Once this happens, the skills are theirs forever.

## **Equipping Leaders with Usable Skills.**

Through facilitated learning modules and onsite coaching, REACH helps Leaders develop the skills needed to:

- Communicate clear expectations to their teams.
- Provide direction and support in order to build competence and commitment.
- Give constructive feedback and follow-up to improve performance and results.





## Leadership Development Programmes

### Leadership Modules

*Effective Meetings*

*Effective Presentations*

*Effective Coaching*

*Effective Listening*

*Effective Communication*

*Delegation*

*Innovation*

*Time Management*

*Project Management*

*Vision & Strategy*

*Performance Measures*

*Goal Setting*

*Action Planning*

*Business Reviews*

*Performance Appraisals*

*High Performance Teams*

*Empowerment*

*Dealing with Conflict*

*Finance Basics*

*ABC's of Influencing Behaviours*

*Situational Leadership® II*

Organisations have different needs and REACH customises the solution to those needs. We consider the needs through two events. The first is a discussion with you to understand your goals and observations regarding your team's performance. Your requirements may lie with a single individual, a small team, or even a global organisation of thousands needing alignment. REACH has designed solutions for all of these needs and more.

The second event, should your requirements be more than a single topic or a small team, is an assessment where REACH compares your organisation to what is considered world class in the following areas:

- Past and current initiatives to develop people.
- Tools, processes and nomenclature used by your team to develop people and drive performance.
- The competencies in place across your team in utilising the tools and processes.
- How your leaders use your organisation's core values and goals in communicating on a daily basis to drive safe and efficient operations.
- Common threads that are the window into the soul of your organisation: your culture and what it means.

Once the Assessment is complete, the REACH Leadership Development Team will customise the project for the greatest effect. The tools and processes will be customised, not only to your needs, but sewn with your corporate identity, core values, goals, Safety Management System and past initiatives. REACH will recommend the selected Leadership modules to transform your team into an effective and potent workforce. Where helpful, REACH will create new, customised modules for your particular requirements.

An Implementation Plan is then formulated, detailing how these modules will be delivered and coached on-site. Together with your team, we will plan and prioritise the actions to bring about lasting improvements. Your leaders will first learn the theory behind each module in either an experiential workshop or in small group, on-site sessions. Then, REACH Leadership Coaches work one-on-one with each individual leader to put the theory into practice. Once a day or more, REACH Leadership Coaches review the situations that arose that day and how the leader applied the concepts and tools, as well as the effect or result of that application. Together, this review identifies what was applied effectively and what opportunity for impact was missed. The leader immediately has a learning experience moment that can be applied to the next shift. These functional leadership skills quickly become second nature to your team.

## Sustainability

Sustainability begins right from the start, through the customised module development, programme implementation and one-on-one coaching with your leaders. At the beginning, your leaders are assessed on their leadership capabilities, then again once the coaching comes to a close. The difference in individual competency, knowledge and usage can be astounding. Finally, REACH works with your HR department so they can deliver training and coaching for new hires, newly promoted personnel and refresher courses that include concept and skill. Your organisation is now transformed and competing at the highest level.

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 **REACH** Real Results