Practical Quality Services, Inc.
Management and Motivational Assistance
PQS

Partners in Service

OBJECTIVES	1. Improve business results through expansion of management behaviors to include proven leadership skills. 2. Create a partnership environment with management and labor.
COURSE SUMMARY	· Evolution of leadership and leaders · Motivation vs. movement · Management vs. leadership · Five characteristics of successful leaders · Situational Leadership · Resolving conflict · Effective Delegation
KEY TOPICS	1. Role of the leader in creating change, setting direction, assisting employees, encouraging employees and modeling desired behavior 2. Situational Leadership (Blanchard model) 3. Inverted pyramid 4. Integration of leadership and the quality model
TARGET GROUP	Managers, Supervisors or anyone in a leadership role
CLASS SIZE	10-30
RECOMMENDED DURATION	3 days - Designed to be used in conjunction with a series of _ day employee workshops entitled Roles for Success in an Empowered Environment.
PREREQUISITE	None
INSTRUCTIONAL FORMAT	Facilitated discussion is utilized to identify key workplace issues and suggested resolution. Focus of this workshop is on management behavior. Videos are used to emphasize key points. Group exercises explore topics that may be controversial due to the suggested changes in behavior. Roles plays are utilized to practice skills. A 360-degree instrument is included that links evaluations to the 5 characteristics of leaders. The series clarifies both the leader and employee behaviors for ultimate success.
COMPANION COURSES	Pairs well with the course Managing Yourself Through Change and Leading Effective Teams