

# SPIRiT™ INTELLIGENCE

Spirit Intelligence in Action  
16 Cylinder Performance  
Once you've experienced it  
..... why settle for less?



## MANAGEMENT SKILLS

*Are you dependant on the performance of your managers?*

Have they been trained for the new demands of managing in the 21st Century?

Historically, Industrial Age management was the skill of guiding and directing staff in the daily operations of the organisation. The challenge was still significant but the pace was manageable and choices were limited.

In this new, high speed, competitive era of the Information Age, managers face a new challenge. Now the focus is the customer.

Why - because everyone is in service to someone. Your staff's customers can be internal (ie in other departments) and/or external to your organisation. And those customers have choices. In the long run, they don't have to deal with your people. Everything can be eventually sourced from elsewhere if your people are not up to it. Are they?

Your managers must ensure their staff are capable of providing gold medal value to all their customers. Customers assess value across product, service, relationship and cost criteria. Your staff must understand and be empowered to get the job done and deliver gold medal standards across all four.

*Are your managers equipped to empower their staff to deliver "gold medal" value?*

Your staff are often closer to the customer than their manager. They often know more about customer problems than management. They need to be empowered to take the initiative and make local decisions. There isn't always the time to refer back to management.

Customers have high expectations and they are in a hurry. With this pressure, your managers need to be confident that their people will act quickly to accommodate customer demands.

In turn, staff must be clear on what is expected of them, what they can and can't do and how they will be assessed.

*Your managers need to be masters of motivation, skills enhancement, systemic and cultural support.*

*Are they?*

If not, your organisation is at risk. It's really that simple!

## Management Skills

This two day Management Skills enhancement session gives your managers the critical new tools and techniques to ensure their staff respond to their customers and perform to gold medal standards.

First we define a simple five step Contribution Contract for each staff member :

### 1. Who are their customers (internal / external)

- to whom do they give service?

### 2. How are the customers assessing value

- the staff performance evaluation criteria?

### 3. What are the customer's gold medal standards

- what represents a score of 10 out of 10 for each of the performance criteria?

### 4. What actions / tasks are needed to achieve gold medal scores of ten out of ten?

### 5. Two signatures:

- the staff signature accepting accountability and responsibility for achieving the agreed gold medal performance standards
- the manager's signature agreeing to support and empower the staff

Then participants are given a range of simple, yet powerfully effective management tools and approaches to empower their staff to ensure they:

- are able to do the tasks - with the right level of skills and training
- want to do the tasks - are motivated to perform
- have the chance to perform - with reliable systems and a supportive culture.

## Session Success Outcomes

Management Skills enhancement provides your managers with the ability and confidence to focus and mentor, appraise and counsel, re-motivate and re-train poor performers, inspire high achievers and attract, hire and retain 'A' grade performers.

Staff performance and your results will increase significantly. To guarantee our programs are stimulating, challenging, highly effective and fun we use accelerated learning and experienced facilitators with a track record of success.

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