

## Georgia Employers' Association

577 Mulberry Street, Suite 710 ~ Macon, Georgia 31201

Phone: 478-722-8282 ~ Fax: 478-722-8244

### *Lead Person Training*

(Part 3 of a 4 Part Series Designed Especially for Lead People and Team Leaders)

*Wednesday, December 3, 2014 ~ 9:00AM-4:00PM*

*Part 3 may be taken as an individual workshop or combined with Part 1, 2 & 4*

#### **Who Should Attend?**

Lead People, Team Leaders, Shift Leaders, Working Supervisors, and anyone in that precarious position of performing a job function while simultaneously leading others. **(Also an Excellent Opportunity for Higher Level Managers to Review and Renew Their Leadership Skills)**

Lead Person Training is a four day, multi-module series focused on practical skills and tools Team Leaders and Lead People need to succeed in the business environment of today.

#### **Leadership III:**

##### **Module 1: Employee Engagement**

Tips for Increasing Employee Engagement  
Understanding the Impact of Social Styles in Growing Employee Loyalty  
Maximizing Your Productivity Equation

##### **Module 2: Avoiding Harassment Pitfalls**

Examine Factors that Shape our Paradigms  
Recognize Signs of Stereotypes and Prejudice at Work  
Identifying Conflict Zones to Avoid  
Promoting A Harassment Free Workplace

##### **Module 3: Selecting the Best; Developing Others**

Understand the Cost of Selection Decisions  
Leveraging the STAR Model  
Recognizing "Good" Interview Answers  
Avoiding Common Interview Errors  
Providing Instructions for Developing New Skills  
Coaching to Improve Employee Performance  
Setting Development Objectives

**Module 4: Improving Internal and External Customer Service Thru Communication**

Understanding Foundations in Customer Service

Identifying Moments of Truth to Increase Opportunities for Positive Customer Experiences

Practicing 3 Steps to Service

Techniques to Recover from Service Breakdowns

Dealing with Upset and Angry Customers

**RETURN BY FAX (478-722-8244) OR EMAIL TO david@georgiaemployers.org**

NAME: \_\_\_\_\_

COMPANY: \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ Fax: \_\_\_\_\_

**Register me for lead III Wednesday, December 3, 2014 (9:00 A.M. to 4:00 P.M.) \_\_\_\_\_**

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**\$200:00 members - \$250.00 non-member per session**

**Make Check Payable to: Georgia Employers' Association**

**577 Mulberry Street, Suite 710, Macon, GA 31201**

**To Pay by Credit Card Call 478-722-8282 ~ Questions Call 478-722-8282 or 770-761-5353**

**(Cancel within 72 hours and receive full reimbursement)**