



## Management Development

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Employee engagement is directly correlated with the relationship an employee has with his immediate supervisor. Gale works with front-line and middle managers to build core leadership skills which create a work environment where employees come to work, give their best effort and stay.

### Manager Development Services:

- Developing EQ (Emotional Intelligence Quotient)
  - Understanding elements of EQ
  - Understand Emotional Skills
    - EQ Assessment
  - Develop Emotional Skills
    - Improving ability to identify, use, understand and manage emotions
  - Apply Emotional Skills
    - Managing self and others
    - Building an emotionally intelligent workplace
    - Hiring on EQ
- Decision making – how to make the right decisions in the right way
  - Decision style assessment
- Building a strong management team
  - Improving cross functional communication and collaboration
- Leading change – how to successfully introduce and implement change
- Empowerment – creating a culture of ownership and accountability
- Accountability – holding self and others accountable without blame and excuses
- Employee engagement – management behaviors that drive engagement
- Coaching competencies – how to build ownership and commitment through effective coaching
  - Builds a strong relationship (Trust, collaboration)
  - Communicates effectively (Listening, asking questions, providing feedback, welcoming feedback, asking for feedforward)
  - Facilitates action and results (setting goals and performance expectations, inspires others to change, fosters innovation)
  - Provides ongoing support (gives recognition, follow-up and accountability)
- Reward and recognition – how to effectively celebrate progress and results
- Leadership styles – when to use the appropriate style
- Strengths based leadership
  - Engaging in strengths based conversations
  - How to help employees build on strengths and manage around weaknesses
  - Using personal strengths to build trust, demonstrate compassion, provide stability and create hope