



The New Leader Kit

New supervisors and managers, now more than ever, need the important transitional skills for their new role, as well as the core interpersonal and business skills to lead in uncertain times and keep themselves healthy and focused.

Your **“New Leader Kit”** will consist of your unique blend of the following resources:

Classroom and Online (self-directed) Formats Available ***Some available in Webinar format only**

Transitioning to a Leader Role

- * The New Supervisor/ Manager/ Leader Transition
- * Stress Management

Time Management

- * Time Mastery

Leadership ESSENTIALS

- Essential Skills of Leadership
- Essential Skills of Communicating
- Coaching Job Skills
- Communicating Up
- Delegating
- Developing Performance Goal and Standards
- Effective Discipline
- Managing Complaints
- Providing Performance Feedback
- Resolving Conflicts
- Supporting Change
- Improving Work Habits

Leadership PLUS

- Hiring Winning Talent
- Motivating Team Members
- Developing and Coaching Others- Team Leader Version

Productivity Series

- Achieving Communication Excellence
- Professionalism in the Office
- Diversity Awareness

Customer Service

- STAR Service
- Delivering Customer Focused Service
- Dealing with Difficult Customer Situations

Telesales

- Making Customer Recommendations
- The Incoming Sales Call

Also available:

-Optional DiSC[®] Classic Assessments, Myers-Briggs (MBTI[™]) Assessments along with group workshops or one-on-one coaching – your choice!



[Click here to request more information and select your toolkit components](#)