

## Leading High-Performance Teams

### INSTRUCTOR-LED COURSE

The Leading High-Performance Teams course incorporates Gallup's latest research, findings and best practices on what it takes to deliver high performance in today's changing workplace. Participants will leave this fast-paced, two-day course with the tools, techniques and practical experience they need to more confidently and effectively manage in ways that create and sustain high performance personally, with each team member and with their team as a whole. Those who register for the course receive the Leading High-Performance Teams digital kit included in the price of the program.

### Who Should Attend

This course is designed for anyone who manages people and wants proven strategies, principles and activities for engaging every team member and enhancing the team's overall performance.

### What You Can Expect

From this course, participants will gain the practical experience they need to help them more confidently and effectively manage their daily responsibilities.

By attending the Leading High-Performance Teams course, you will:

- gain actionable insights into your own talents to help you optimize your strengths as a manager
- use your talents to individualize your management approach and develop your employees' talents to improve their productivity
- practice proven techniques for engaging your employees, including leading effective ongoing conversations that enhance team performance
- create management strategies that yield higher levels of performance from your employees and teams

Participants will also learn how to lead individual and team conversations that will help employees understand and appreciate their talents, build their engagement, and establish performance expectations to achieve greater success.

In addition, in the month after the course, managers will talk one on one with a Gallup performance coach to sustain the momentum and help address any challenges hindering the manager's or the team's effectiveness, engagement and performance.

### Professional Credit Hours

Participants who successfully complete this course can earn professional credit hours from SHRM (15 hours) and HRCI (15 hours). For more information, contact [CEU@gallup.com](mailto:CEU@gallup.com).

### Program Format

Two-day course

### Prerequisites

None

### Course Overview

#### Day One

The Will of the World

The New Path to High Performance

The Skills of Strengths-Based Development

Building a Strengths-Based Team

The Science of Engagement

#### Day Two

Building Engaging Teams

Assessing Your Team's Engagement

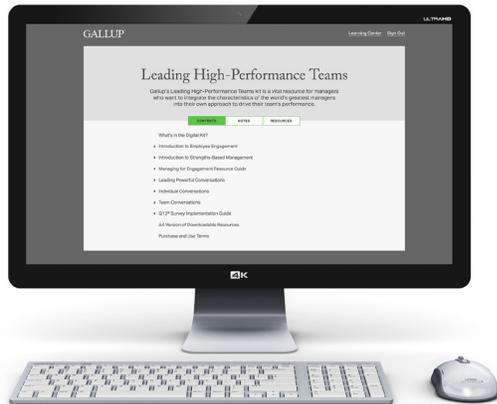
The Art of Performance

Driving Team Performance

Being a High-Performance Manager

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*Conducted at Gallup locations worldwide. Gallup can also deliver this course at your location for groups of 15 or more. Visit <http://courses.gallup.com> for upcoming dates, locations and tuition information, or contact [inquiries@gallup.com](mailto:inquiries@gallup.com) with additional inquiries.*



### What's included in the digital kit

Gallup's Leading High-Performance Teams kit is loaded with resources and practical tools that teach managers how to create strategies and solutions to help their employees and team learn, grow, develop and succeed. The digital kit includes the following resources:

#### Introduction to Employee Engagement

There are 12 elements that have a powerful influence on employee engagement as revealed by decades of Gallup science and research. The information within includes how these 12 elements help managers build trust among their employees that leads to high-performance thinking and actions.

#### Introduction to Strengths-Based Management

This digital resource introduces the principles of strengths-based management that Gallup has gleaned from decades of research on what the most effective managers and teams do differently. This will help managers use this strengths-based approach to harness their employees' strengths for greater productivity and performance.

#### Managing for Engagement Resource Guide

This powerful tool helps managers hone their approach toward building a high-performance team. The tool provides information about how managers can use their strengths to individualize their approach and effectively manage others based on their specific talents. It also provides details on what actions managers can take to drive engagement by involving their team, asking better questions and listening effectively to what their employees are saying to accelerate their engagement.

The Leading High-Performance Teams digital kit is a vital, just-in-time resource for managers looking to equip, inspire and improve the performance of individuals and teams.

### Leading Powerful Performance Conversations

Great managers use conversations to connect, align, develop and motivate their teams. This digital kit also includes detailed outlines and tools to help prepare, lead and take immediate actions to accelerate performance.

#### Individual Conversations

The Individual Conversations Guide and the Performance Orientation tool serve as a way to help establish expectations with each employee. Both tools provide a place for managers to record their notes, observations, insights and actions for each employee.

#### Team Conversations

The team conversation tools and resources include a step-by-step guide along with questions for managers to use to help increase the productivity of their team. These tools and resources help managers lead conversations around understanding and appreciating strengths, building engagement and collaboration, driving performance and assessing the state of their team.

#### Q<sup>12</sup> Survey Implementation Guide

To achieve transformational change, managers must listen to their employees as well as learn how to take the actions necessary to improve performance. From survey set up, to starting engagement conversations with employees, this guide will help.

