

THE BASIC PRINCIPLES

1. Focus on the problem, issue, or behavior, not the person.
2. Maintain the self-confidence and self-esteem of others.
3. Maintain a constructive relationship with your employees, peers, and managers.
4. Take initiative to make things better.
5. Lead by example.

Additional skill applications include:

Giving & Receiving Feedback
Getting Good Information
Getting Your Ideas Across
Dealing with Emotional Behavior
Recognizing Results
Establishing Performance Expectations
Developing Job Skills
Coaching for Optimal Performance
Taking Corrective Action
Clarifying Team Roles & Responsibilities
Conducting Information Exchange Meetings - Facilitating For Results
Resolving Team Conflicts
Building a Collaborative Relationship with Your Peers
Confronting Issues with Your Manager and Peers
Winning Support From Others
Managing Change
Fostering Improvement Through Innovation
The Challenge of Team Leadership
Expanding Your Team's Capabilities
Helping Your Team Reach Consensus
Making the Most of Team Differences
The Problem Solving Process
Forward Thinking