



The Heart and Hands of Leadership

Teaching Timeless Leadership Practices

Skillful leadership is the key to improving corporate performance. And it's essential to attracting, motivating and retaining the most talented people.

I offer a series of half-day workshops, covering all the most essential topics, with a focus on highly practical leadership skills. Workshops can be taken singularly or combined to form a comprehensive development program.

Using the guided discovery method, these workshops will equip the members of your leadership team to lead with more skill and confidence, bringing out the best in your employees. I share the same practices that served me so well time and time again through my leadership career.

Your team will build more expertise and become a more cohesive group as they come together around the workshop table.

I also offer an employee workshop specifically designed to help people throughout the organization develop a better more productive approach to work.

These workshops are appropriate for leaders of all experience levels. Most can also be adapted for lunch and learns or speaking keynotes.

Dan Gaynor

To learn more or talk about a workshop for your team contact me a dan@gaynorconsulting.com or phone at (403) 880-1780

Workshop Topics

For Leaders:

- 5 Hallmarks of Great Teams.
- Feedback: The Key to Building Strong Teams
- Change Management: 10 Steps
- Vision and Culture: The Inspiration Teams Run On
- Communication that Builds Engagement
- Workplace Coaching: Turning Talent into Strength
- Leadership Power: A Creative or Corrosive Force
- Performance Management and Difficult Conversations
- 7 Powerful Choices
- Team Building
- Building a Leadership Team
- Leading Through Stormy Seas
- Interviewing and Recruitment
- Strategic Planning

For Employees:

- Ten Habits For Success At Work

GAYNOR
CONSULTING INC.

Leadership Workshops

5 Hallmarks of Great Teams

Could it be that all great teams have something that distinguishes them from all others? I believe this to be the case. Teams have always thrived and declined for very much the same reasons. During this half day I'll share the 5 hallmarks that distinguish great teams sharing how they affect performance as well as offering practical advice on how to instil these with your team.

Highlights:

- The connection between leadership and team performance.
- A powerful perspective on what it means to be a team.
- The way in which culture affects team performance.
- The symptoms of team trouble.
- Finding the right balance between strong and caring leadership.
- Three hallmarks that are characteristic of the effective leaders.
- Three hallmarks that are characteristic of effective team members.
- Overcoming the challenge of achieving buy-in.
- Why accountability matters and how to improve it.
- Participative decision making.

Feedback: The Key to Building Strong Teams

Great teams are built one person, one situation at a time making feedback among every leader's most essential skills. Learning how to provide better more effective feedback is often among the fastest ways for virtually all leaders to improve. A companion workshop is also available to help employees appreciate the value of feedback and learn to receive it well.

Highlights:

- The employee perspective.
- The seven benefits of feedback.
- The two variations: encouragement and correction.
- A three-step pattern for effective feedback.
- Avoiding the fundamental attribution error with a key question.
- Seven steps to providing effective feedback.
- Feedback and employee dismissals.
- Unveiling and assessing characteristic behaviour.

Change Management: 10 Steps

Leading a team through change can be difficult even for the most experienced leader. Drawing on the experience of three integrations and a host of other successful change projects I share the steps that worked so well throughout my leadership career.

Highlights:

- The relationships factor.
- Building the case.
- Participative decision making.
- Achieving Acceptance.
- Honesty and Trust factors.
- The keys to providing good direction.
- Responding to supporters and detractors.
- Celebrating success and building momentum.

Vision And Culture: The Inspiration Teams Run On

Every successful performance building effort I led was preceded by a change in culture and guided by a compelling vision. Put plainly, culture drives performance. This is why the most effective leaders get purposeful about it. During this half-day I share the keys to leading lasting culture change

Highlights:

- Vision's inspirational quality.
- The keys to effective vision.
- Turning vision into performance.
- Defining culture.
- Hallmarks of high performance culture.
- Designing and implementing a culture initiative.
- Overcoming resistance.
- The three stages of culture development.

Communication that Builds Engagement

Good communication skills connect leaders to their teams and build engagement, poor skills create distance. Little or no communication is a lost opportunity. This half day unpacks the keys to effective group and individual communication.

Highlights:

- The objectives of effective communication.
- The eight benefits of communication.
- The lesson of Currie and Vimy Ridge.
- A powerful formula for effective staff and individual meetings.
- The hallmarks of effective communication.
- Managing expectations.
- Keys to effective listening.

Workplace Coaching: Turning Talent Into Strength

Legendary leader, coach John Wooden wrote, “Every good leader is a natural and enthusiastic teacher.” Discover how coaching turns talent into strength as it builds relationships. Uncover the keys to great coaching as we deconstruct video of a professional coach in action.

Highlights

- The benefits of coaching.
- Coaching and accountability.
- Keys to effective coaching.
- The coaching cycle.
- The guided discovery method.
- Developing a coaching plan.
- The keys to effective role playing.
- The trust factor.
- Building a coaching culture.

Leadership Power: A Creative or Corrosive Force

Every leader has power. Used well, it becomes an essential tool. Used poorly, it quickly becomes corrosive. In this powerful workshop we examine the way the most effective leaders use positional authority.

Highlights:

- Power and character.
- Authority and influence.
- Control and delegation.
- Keys to effective delegation.
- The benefits of a loose grip.
- Power and situational leadership.
- Three facets of team life the leader must protect with authority.
- The power of a leader’s expectations.

Performance Management and Difficult Conversations

Poor performers present some of the most toughest tests for many leaders. In this essential half day participants discover an approach that serves people and the organization. A must have for every team that hopes to reach its potential

- Performance management and the corporate body.
- The performance cycle.
- Job Fit.
- Understanding limitations.
- The dynamics of pain and conflict.
- Keys to holding difficult conversations.
- Avoiding “Tin Ear Syndrome.”
- Progressive discipline.
- Meeting the test of fairness.

7 Powerful Choices

A favourite for both workshops and keynotes, this workshop focuses on the reality that leadership is all about choice. Participants consider the seven most important choices they make, often without thinking about them, and how these affect team performance.

Highlights:

- The choice between team and self.
- The relationships choice: close or distant.
- Choosing words with care.
- The choice between avoidance and confrontation.
- The choice between control or freedom.
- The choice to accept or resist.
- And finally, the choice between sincerity and hypocrisy.

Building a Leadership Team

My own leadership career taught me the indispensable value of building a strong leadership team - a task I always approached with energy and enthusiasm. During this half day I share the same practices I used to build high performing leadership teams.

Highlights:

- The leadership team as the nervous system of the corporate body.
- Hallmarks of high performance teams.
- Deciding who goes and who stays.
- Complementary leadership.
- Learning how to have a good fight.
- Developing leadership talent.
- Four problems to avoid.
- Establishing the proper flow of authority.
- Monitoring the network.

Leading Through Stormy Seas

Virtually all teams face stormy seas. These situations test leaders and can build or break teams. Leading through them is not business as usual. Drawing on the experience of an eight month labour dispute, I share the keys to rising to these challenges.

Highlights:

- The unique opportunity and risk.
- Understanding the changing mission.
- Overcoming fear and worry.
- Responding to pressure.
- Leading from the front.
- Attacking “victim mentality”
- Tightening focus and taking control.
- Rising to new communication demands.
- Reinforcing the team message.
- Celebrating success.

Interviewing and Recruitment

Hiring the right person, is often one of the greatest team building opportunities. The right person can build team performance and help you turn your culture in the right direction. The wrong person can be an expensive setback, as you deal with the negative impact he or she has on the team and repeat the costs of the search, orientation and training. It makes sense to make sure your search and interviewing practices position you for success.

Highlights:

- The opportunity and cost of getting it right and wrong.
- The connection to succession planning.
- The importance of a clear profile.
- The biggest mistakes.
- Understanding characteristic behaviour.
- Looking for patterns.
- Keys to effective questions and listening skills.
- The second interview.
- Searching for and affirming a culture match.
- Effective reference checks.

Strategic Planning

Over years as a senior executive developing and implementing my own strategic plans I developed a methodology that is both simple and effective. During this half day session I share the approach I used so successfully.

Highlights:

- The role of vision and mission.
- Understanding strategy.
- Completing the situation analysis.
- The strategic hierarchy method.
- Avoiding the most common planning pitfalls.
- Getting traction.

For Employees

10 Habits for Success at Work

A little math reveals that we'll spend on average something just over 75,000 hours at work over a lifetime. For some, this is a satisfying experience; for many others it is not. Could it be that those who have the best experience have an identifiable set of habits. During this half day we explore the keys to a satisfying, productive and successful work experience. The benefit of course - those with the right habits also make the best contributions to their teams and missions.

Highlights:

- Your place as part of a team.
- Getting the most from vision and mission.
- Value creation.
- The key attitude factors of optimism and adaptability.
- Learning to follow: what it does and does not entail.
- Doing what is most important.
- Playing to strengths.
- Finding balance.