L.E.T. WORKSHOP OUTLINE

Leader Effectiveness Training (L.E.T.) is a workshop designed to help participants learn the principles and skills needed to increase their effectiveness in their leadership roles. Those roles include management, supervision, program management, project leadership, human resource professionals, internal consultants or facilitators, group or team leaders, and in team oriented businesses, all team members. L.E.T. is offered in person or online. In-person: 20 persons is three days; ten persons is two days. Online: 12 persons (max) is six weeks; 3-hour sessions once a week.

L.E.T. places a very heavy emphasis upon skill practice and mastery. The basic learning model includes presentation of a concept, discussion, demonstration, practice, feedback and discussion/application. This sequence is followed for each major skill category. Then the sequence is expanded to integrate the skills into a whole system of behaviors that allows each participant to make decisions about when to use each skill or combination of skills.

The major content areas include:

Foundation. The underlying principles and assumptions. A conceptual model. Core values.

Helping Skills. Listening and problem solving skills that allow the participant to help other people solve problems.

Confrontation Skills. Language, communication and problem solving skills that help the participant express their own problems and gain cooperation from others to solve them.

Problem Prevention Skills. Self-disclosure skills that prevent relationship problems and increase productive work time.

Conflict Resolution Skills. Tools to help the participant achieve win/win solutions when they are in conflict with others. (Also to facilitate the resolution of conflict among others when appropriate).

Values Collisions. A framework for recognizing fundamental differences in values and for making effective choices in those situations.

Session 1
Behavior Window: Who Owns the Problem?
- Introductions (instructor and participants)
- Purpose of L.E.T.
- Instructor expectations
- Participant expectations & objectives
- "GLOP" (General Labeling Of People)
- Behavior Window
- Problem ownership
- Questions & discussion

Session 2
Active Listening to Help Others
- Review, questions, discussion
- Recognition that the other person owns a problem
- Typical helping responses
- Communication Roadblocks
- Helping characteristics
- Helping skills
- Active Listening
- Common listening errors
- Benefits of Active Listening
- Questions & discussion

Session 3
Confronting Others to Help Yourself
- Review, questions, discussion
- Recognizing when the leader (you) has a problem
- "You-Messages"
- Criteria for effective confrontation
- "Confrontive I-Messages"
- Typical reactions to confrontation
- Shifting Gears to Active Listening
- Questions & discussion

Session 4
Preventing Relationship Problems
- Review, questions, discussion
- Presentation and discussion about the No Problem Area
- No Problem Area I-Messages: Declarative, Appreciative, Preventive
- Shifting Gears practice
- Active Listening in the No Problem Area
- The Learning Stages
- Questions & discussion

Session 5
Resolving Conflicts So No One Loses
- Review, questions, discussion
- Recognition that leader and team member have a conflict
- Conflict
- Typical ways of dealing with conflict
- Power
- No-lose conflict resolution
- Questions & discussion

Session 6
Resolving Conflicts So No One Loses
- Values Collisions
- Options for handling Values Collisions
- Credo, L.E.T. review, workshop feedback
- Questions & discussion
- Evaluation, integration & closing

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