



INVEST IN YOUR TEAM AND RE-ENERGIZE YOUR STAFF WITH THE EXCITING TRACBIZ LEADERSHIP DEVELOPMENT PROGRAM!

Work with Tracbiz to integrate your vision and values into an engaging, refreshing team-building program tailored to your specific business needs and to the culture and personality of your team. The Tracbiz leadership development program has evolved from our experiences coaching and mentoring more than 350 successful leaders - executives, directors, managers and supervisors - and is built around the critical cornerstone of 'customer experience' and recognizing the compelling link between engaged leadership and engaged staff leading to an outstanding customer experience. Our program is certain to empower you and your leadership team as bold, confident leaders. Refreshed with new competencies, your team will grow together and be eager to reach for exceptional achievements, you'll drive customer retention, increase customer referrals and exceed your growth targets.

This proven, flexible Tracbiz program is available for class sizes up to 30 participants and is offered in multiple formats. The basic program is a one-day workshop on-site at your facility. Options available include repeat classes for larger teams, one-on-one telephone mentoring and full-year programs with up to twelve half or full-day workshops – all customized to address your specific goals and requirements.

Content will be tailored to your needs and can include:

- Situational leadership styles and when to adopt which style
- Emotional intelligence; serving the needs of each individual team member
- Staff engagement and the customer experience.
- Self-awareness and effective use of body language
- Deliberately developing and managing your personal brand
- Interviewing and recruiting the right people
- Communication skills including persuasive PowerPoint presentation skills
- Active listening and empathizing
- Handling difficult staff situations; managing, engaging or removing detractors
- Handling difficult customer situations
- Customer engagement and service recovery
- Time management, organization and delegation
- Setting high expectations for a winning team, including SMART goals
- Recognition programs and motivational techniques
- Motivation and coaching through effective and constructive feedback
- Developing your own 'staff cycle'
- Moving away from the annual appraisal towards continuous feedback and rounding
- Imposter syndrome and the glass ceiling
- The power of enthusiasm, positive thinking and relishing your leadership job!
- Utilizing improvement plans and the disciplinary processes
- Becoming a 'beacon of quality' for your team, and others
- Leading successfully in the matrix organization
- Employing lean six sigma concepts to build teams and drive process improvement

Classes conclude with assignments that require participants to implement initiatives developed during classroom discussion, and report back on outcomes and achievements.

WHAT ARE LEADERSHIP PROGRAM PARTICIPANTS SAYING ABOUT DAVID WALDRON, TRACBIZ LEADERSHIP PROGRAM FACILITATOR?

Executive Director: 'Thank you for a very valuable session this morning, Great information that many of us need.'

Director: 'Thank you for generously sharing your knowledge and expertise with us during the Leadership Sessions. It was a great opportunity to come together as a team and reflect, re-energize and develop our skills. It was your leadership and facilitation that created this atmosphere of learning – many thanks.'

Director: 'Thanks a lot David, your presentations were excellent, you did a great job with this all.'

Director: 'I wanted to say thank you for the leadership series. I left with a new nugget at the end of each session.'

Director: 'I just wanted to say that your leadership workshop had great value and has inspired many, thanks.'

Director: 'Thank you for the insightful presentation.'

Director: 'Thank you for your presentation - great class!'

Director: 'Thank you for a great conference today. You did a great job.'

Director: 'Thanks again David for working with us on our leadership development!'

Director: 'Very good presentation David, I was very impressed.'

Director: 'Thanks for leading the meetings, and the personal care and effort you have put into them.'

Senior Manager: 'When I became a manager and had to interview people for the first time - I was lost, I love the situational interviewing questions you added to the interviewing class today.'

Senior Manager: 'I just wanted to say how great this program was. There has been little in the organization with regards to training for leadership until you arrived. I have no doubt you also sparked the start of the women in leadership meetings that have happened. I have spoken to other friends of mine in different organizations and they thought it was amazing that we were offered this training within the organization. These classes allowed us to get to know some of the other leaders in the organization, find out ideas that they have tried, implement strategies right away in our department, and ultimately increase our enthusiasm and level of engagement.'

Manager: 'As I said before it was one of the most worthwhile classes that I've taken. I appreciate the information and knowledge you passed on and also enjoyed the opportunity to interact with the full group who I only knew on a limited basis. It is nice to have designated time to share ideas and strategies with others in the same role.'

Manager: 'You've been such a help, a support and always encouraging.'

Manager: 'Thank you so much for spending time with us. This was a wonderful experience and I enjoyed your presentations as well as the chance to network with fellow Managers and Directors.'

Manager: 'Keep encouraging, we all need it!'

Supervisor: 'Thanks for so much useful information and ways to deal with so many situations!!! Absolutely helpful!'

Supervisor: 'Thank you for a great year! I really appreciated your classes throughout the past 12 months and I'll continue to review and implement your information.'

Supervisor: 'I wanted to thank you for providing all of this wonderful information and inspiration to us. You have helped me personally grow in my role as a supervisor here and I am appreciative. I hope that you will provide future opportunities for us to learn from your experience and knowledge. It has been a pleasure.'

Supervisor: 'Thank you for your input and enthusiastic presentations. You make me want to be a better leader.'

Supervisor: 'I found the Interviewing and Hiring class extremely beneficial. I have taken many classes over the years but I have gained the confidence with the tools given today to know the questions to ask to get the right match needed for the job. The classes I took previously were old and outdated - you made it easy today!!!!'

Supervisor: 'I wanted to thank you for your investment of time in the leadership training. I feel re-energized and supported. Your style inspires me. The breakout sessions are great for team-building and sharing of ideas. I will be spending time reviewing the slides and "digesting" the information so that I can impact my team.'

Supervisor: 'You are awesome!'

Call or email David Waldron for a preliminary discussion

djwaldron@tracbiz.com 410 375 4160 www.tracbiz.com

