


# Manager Intensive 1

 2 hours

You've learned how to coach, give feedback well, help people prioritize, and hold effective 1-1s. Now it's time to refresh your skills and apply them to challenging situations and difficult conversations, so you are prepared for anything that might come your way as a manager. We'll quickly review what you learned, then spend 90% of this workshop applying these skills to tough management scenarios. This workshop will take you to the next level in your skill set as a manager and leave you with new confidence to handle any situation. This session is a confidence boost (managers leave it feeling like they can handle any situation, using tools they already know well) and a personal development boost, taking managers to the next level of mastery by turning core behaviors into habits.

**Prerequisite:** This workshop requires that participants already took the LifeLabs Coaching and Feedback workshops.

## Team Training:

- Manager CORE 1  Add on
- Manager CORE 2  Add on
- Individual Contributor CORE  Add on
- Company Wide Initiatives

## Membership:

- Skill Up
- Level Up
- Lead Up

During this workshop, participants will:

- Learn the concept of Behavioral Units (BUs) - how to break up a skill into its smallest behavioral units and practice those units in increasingly difficult situations.
- Review the Behavioral Units (BUs) learned in the coaching workshop (Q-stepping, playbacks, split tracks, SOON funnel) and the feedback workshop (micro-yes, deblurring/giving data, sharing impact statements, checking perception, joint problem solving, and gaining commitment).
- Self-evaluate skill levels in each of the above areas.
- Spend 90% of the workshop practicing. This includes practicing stepping into a questions mode/curiosity mode even when feeling defensive, watching videos of coaching done right and wrong and applying the learnings, practicing the ability to notice common feedback mistakes and correct those feedback mistakes just in time, and learning how to handle difficult feedback issues such as triangulation (when you hear about a performance issue but didn't observe it yourself).
- Discuss and resolve common challenges and sticking points as a group.

After this workshop, participants will:

- Be able to solve everyday problems more efficiently and effectively.
- Consolidate and embed CORE Part 1 skills.
- Feel confident in their ability to solve difficult scenarios and handle difficult conversations.