

## Training Services

Leadership Training Maximizes Success  
By Properly Equipping All Leaders & Managers

★ World class organizations have highly talented and trained leaders and managers to guide them ★



### The Dangers Of Just Checking The Training Box

According to Gallup, the majority of people who quit their jobs do so as the result of a problem with their immediate manager. At this time in our nation, leadership is more vital than ever.

The question is not *should* we train our managers, but can you afford NOT to train them? Workforce shortages, global competition for your team, high inflation, and the rapid pace of change makes leaders and managers far more critical to organizations than they used to be. The effect that good leaders have on corporate success or failure continues to increase.

We must empower our leaders, guide them through the turbulence, and give them simple tools that will bring them to the next level and in doing so, bring the company to the next level.

Almost every organization offers some sort of management and leadership training. That's not the question.

Here are the questions you should be asking:

- Is your training making a difference?
- What is the impact on your leadership and those who work under them?
- Can you point to measurable positive improvements?

At ITCB, we are passionate about training that is not just knowledge acquisition, but is knowledge put into *action* through practical, proven methods.



If Training isn't making your company more stable and more profitable with better growth, it is a waste of time and money.

### The Benefits Of Properly Trained Leaders & Managers.

- Attracting, Retaining, and Motivating Your Workforce ➔ Better Teams
- Better Performing and Capable Teams ➔ Greater Levels Of Success
- Increased Levels Of Success ➔ Higher Demand, Impact, Sales & Profits
- Higher Profits ➔ Greater Job Security, Pay Raises, Bonuses, and Promotions
- win, Win, WIN ➔ The Employees. The Leaders. The Company.



# A Winning Workplace Culture Is Your Biggest Competitive Advantage



## World Class Companies

- Companies do not become world-class on accident. Greatness is embedded in corporate culture, and that culture is built intentionally.
- A Winning Culture is the secret to attracting, retaining and motivating your entire organization, and it is the single biggest competitive advantage that a company can have.
- Others will work backwards starting from the desired culture, hoping for a quick culture change, only to be frustrated that their training and processes are not producing the desired results.
- You can't rush or shortcut culture. It must start at the leadership level and work its way down throughout the organization. If leaders are not properly trained, then teams will never trust them, buy-in to the changes, or establish and solidify the desired workplace culture.
- ITCB excels in helping companies strategically and intentionally build a winning workplace culture, and there is no better long-term return on investment than developing highly motivated and loyal employees.



# Moving Your Leaders To The Next Level Of Success

## Did You Know...

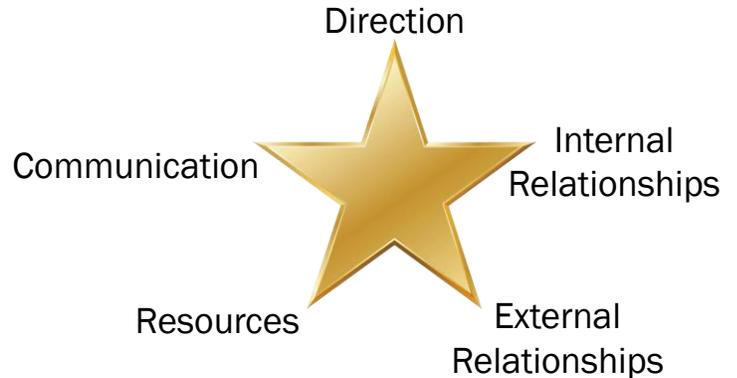
There are 5 critical areas that every leader must be proficient at in order to navigate their company to higher levels of success.

Everyone tends to be more naturally gifted in certain areas. Some are highly personable, some are great at managing people and projects, but almost no leader is gifted in all 5 areas.

The focus of ITCB's 5-Star Leader training is to get leaders to the next level. It's not about more time or stress but identifying strengths, bringing a healthy balance and elevating performance. The 5-Star Leader training is available at 3 levels based on the goals of the organization and desired time to allocate.



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A row of five gold stars, each containing a letter: L, A, M, P, S.

L	A	M	P	S
<b>LEADERSHIP</b>	<b>ASSERTIVENESS</b>	<b>MANAGEMENT</b>	<b>PERFORMANCE</b>	<b>SOFT SKILLS</b>
The Office & Position	Making Things Happen	Supervising Others	Administration of Duties	Workplace Relationships

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## Targeted Leadership Training through LAMPS

Training is resource intensive, which is why companies should NEVER train just to train. Before starting any training program, ITCB helps clients determine what areas need improvement; these are the heavy hitters with the greatest return on investment. As with everything, we must spend time and money resourcefully where it makes the greatest impact.

After an initial assessment, ITCB's 5-Star Leader training helps leaders uncover their strengths and weaknesses based on the 5 LAMPS areas. Thereafter, we can help you put together an improvement plan or make recommendations for next steps. ITCB believes in serving clients by doing the heavy lifting, which means that we customize our approach based on their needs.



## Winning in Management

Investing in Managers Means  
Better Lives for those on their Teams

★ Many times, managers are thrown into the fire to see how they do and then people complain about their negativity ★

### Are We Investing In Success Or Just Hoping Things Work?

I have seen a lot of new managers get promoted and get instantly thrown into a trial-by-fire, or in some cases, given a meager training that leaves them floundering. What do you think the turnover looks like in those departments? How much did the efficiency and motivation in that department decline? Maintaining healthy departments starts with the managers.

Manager Bootcamp is perfect for new managers or a refresher with new ideas and encouragement for experienced managers. It is all about quickly getting managers to a higher level so their department and your company can achieve more success faster. The Bootcamp style includes quick hitters that can help any manager. A good investment in leadership trickles down, which can mean less turnover and higher retention, motivation, and productivity within divisions.

#### Managerial Duties

- Communicating Up vs Down
- What To Do When Your Overwhelmed
- Productive & Efficient Meetings
- Prioritization Makes You Effective
- Motivation Through Multilevel Goal Setting
- Always Start With The Goal
- How To Stand Out
- Who Should Your Right-Hand Person Be?
- Things I Wish I Knew As A Manager
- What To Delegate
- The Carrot, Logic, or Stick

#### Team Building Skills

- Questions To Always Ask
- How To Gain Buy-In
- Understand Their Problems Are Big
- Getting Other To Change
- Idea Collection & Reward Systems
- The Power Of Personality
- The Power Of Employee Engagement
- What Your Team Wants & Needs
- The Power Of Appreciation
- Successful Delegation
- Not Motives, But Actions That Count

