



Off-the-Chart Leadership Results™ System

Program Overview

Everything we do produces a result, so results matter. Organizations that lack great front-line leadership and management always pay a price. Management needs a simple way to achieve *desired* results in a fast-paced, changing world. Too much happening too fast has confused people in how to get things done. Challenges such as changing markets, unclear expectations, lack of accountability, risk-adverse employees, inability to complete tasks, inconsistent or insufficient rewards, duplication of effort, and wheel spinning are today's norm.

Off-the-Chart Leadership Results is a program of elective learning modules that provides leaders and managers with clarity, consistency, and the essential *process* for achieving worthwhile results in a challenging work environment. It is delivered as a half day, one day, or continuous modular training with assessments and accountability systems.

Program Purpose

- ❖ To provide the process for achieving worthwhile results in a challenging, changing world. Participants learn the four stages for achieving desired results, the critical leadership and management tasks required in each stage, and fourteen fast-track applications. The same four-stage process is common to effective leadership, change management, risk taking, coaching, empowerment, project management, problem solving, continuous learning, motivation, and team building. This program distills these applications into their four common denominators, creating a simple, cross-functional, and synergistic map for achieving desired outcomes.
- ❖ To show how Chart's four-stage process leads to concurrent achievement. Managers may seek one result, such as empowering staff, but since this process is found in numerous other applications, they will discover that they've also managed risk, managed change, developed powerful leadership skills, and solved a problem.
- ❖ To create a culture of continuous learning and controlled evolving results without limiting boundaries.

Knowledge Base

- ❖ 15 years of field research and comparative study in organizational success denominators
- ❖ 25-year Gallup management study of 80,000 managers in over 400 companies
- ❖ 20-year Gallup customer service study of over one billion customers

Assessments

- ❖ 80-question 360⁰ assessment to determine leadership effectiveness in 16 competencies
- ❖ Pre and Post accountability testing
- ❖ MAPS: Managed Accountability Plans



Off-the-Chart Leadership Results™

Benefits to Learning as a Process

Effective leadership is not an event, but a process. When leadership tasks and responsibilities are logically sequenced while allowing for innovation and serendipity, the benefits are:

- ❖ a common language and shared values
- ❖ increased organizational efficiency
- ❖ enhanced work flow
- ❖ cultural continuity out of disparate parts
- ❖ elimination of redundancy
- ❖ improved communication
- ❖ sustained measurable growth
- ❖ merged character attributes, events, and skills into worthwhile outcomes
- ❖ diagnosis of organizational/individual strengths and weaknesses
- ❖ continuous improvement for organizations, communities, and individuals

Chart's process forms an upward spiraling effect which restores and rejuvenates the appropriate use of power. Learning is pinpointed to address those result areas needing improvement towards collective evolution. It's not just learning for the sake of learning. It's learning that gets results.

*A Modular Learning Program
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Off-the-Chart Leadership Results™

Program Outline

In the midst of challenging times, we need to develop strategies to reach goals while being responsive to changing needs. Learn how to develop a high-performance, results-oriented organization by learning the *process* of off-the-chart effectiveness.

Off-the-Chart Leadership Results™ combines 60 years of research into a powerful four-stage road map for navigating through challenges and achieving preeminent results. This program may be delivered as a half or full day workshop, or in modules that develop specific leadership and management competencies. Participants will learn how to:

- distinguish between managing and leading
- ask the right questions to set the right course
- inspire a shared vision and develop true “result” missions
- set effective result-driven goals
- set performance standards and expectations that get results
- keep results organizationally balanced
- lead projects that complete on time and on target
- be a role model, coach, and counselor
- empower and motivate a workforce to consistently give its creative best
- employ five ways to increase appropriate influence
- develop strategic, synergistic, balanced, and enduring action plans
- creatively “tinker” and innovation techniques
- monitor and test plans
- make confident decisions more quickly
- evaluate results and quality control
- deal with postponed results and setbacks
- create a culture of continuous learning, teamwork, creativity, and innovation
- make the most of “failure”
- use effective feedback and evaluation techniques
- set up rewards and recognition programs that motivate results

The bottom line is that participants will receive the inspiration, enlightenment, and how-to's for increasing productivity and effectiveness in a challenging world.

“We must not cease from exploration and at the end of all of our exploring will be to arrive where we began and to know the place for the first time.”

T.S. Eliot

Created and Presented By:
LORNA RILEY, CSP



Off-the-Chart Leadership Results™

Off-the-Chart Leadership Results™ may contain:

- management/leadership assessment test: 80 questions, scorecard
- 360⁰ assessment for management and staff: 80 questions, scorecard
- three ring binder for each participant, dividers, and workbook
- assignments and accountability action planners for tracking results (web tracking optional)
- 48 elective modules based on need assessment (see attached course listing)
- MAP performance accountability system that guarantees learning objectives are met
- recommended training modules to augment the core program:
 1. Result-Driven Missions, Visions, and Values
 2. Result-Driven Goals
 3. Performance Standards and Expectations
 4. Coaching/Counseling
 5. Mentoring
 6. Empowerment
 7. Decision Making/Risk Taking
 8. Strategic Result Action Planning
 9. Motivating Result-Oriented Employees
 10. Innovation, Creativity, and Out-of-Box Thinking
 11. Result Performance Assessment, Rewards, and Recognition
 12. Team Building

Training investments based on time allotment, customization needs, number of participants, and number of elective modules.



Leadership Results Elective Modules

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| 1. Ambiguity | 25. Mission/Vision/Values Creation |
| 2. Assertiveness | 26. Motivation/Psychology of |
| 3. Attitude Adjustment Techniques | 27. Motivating Employees |
| 4. Balancing Home and Career | 28. Negotiation Skills |
| 5. Behavioral/Social Styles | 29. Performance Appraisals |
| 6. Change Management | 30. Performance Contracts |
| 7. Coaching, Counseling | 31. Performance Standards/Benchmarking |
| 8. Communication—Interpersonal | 32. Presentation Skills |
| 9. Conflict Resolution & Management | 33. Problem Solving |
| 10. Creativity—Out of Box Thinking | 34. Project Management |
| 11. Customer Service | 35. Questions: The Art of Asking |
| 12. Decision Making | 36. Relationship Building |
| 13. Delegation | 37. Rewards and Recognition |
| 14. Empowerment | 38. Risk Management |
| 15. Goal Setting | 39. Sales Training: See Separate Listing |
| 16. Influence | 40. Strategic Planning |
| 17. Interviewing Skills | 41. Stress Management/Job Burnout |
| 18. Leadership Skills | 42. Telemarketing |
| 19. Life Management | 43. Telephone/Courtesy |
| 20. Listening Skills | 44. Time Management/Organization |
| 21. Management/Supervisory Skills | 45. Train-the-Trainer |
| 22. Meeting Skills | 46. Team Building |
| 23. Memory Management | 47. Values Clarification |
| 24. Mentoring | 48. Writing: Business and Technical |