

# High Involvement Leadership

*“You do not lead by hitting people over the head—that’s assault, not leadership.”  
–Dwight D. Eisenhower*

This course is designed to help managers and supervisors develop the skills they need to ensure that their employees operate in a businesslike, candid, self-disclosing and collaborative manner.

## Learning Objectives

- ◆ Observe and identify other peoples’ behavioral responses so that appropriate interaction can be developed.
- ◆ Utilize a specific four phased interactions process for building the confidence and self-esteem of others to ensure a desire to get involved and build better relationships.
- ◆ Respond to the extrinsic and especially the intrinsic needs of others to establish a basis for trust, teamwork and self-motivation.
- ◆ Utilize effective communication tools to build successful partnerships with others and to enhance the productivity of future business encounters.

## Audience

This course is specifically designed for managers, supervisors, members of professional team and management trainees.

## Course Outline

- ◆ The Two Dimensional Framework
- ◆ Understanding Employees’ Responses to Change
- ◆ Establishing Appropriate Control -- Finding the Least Restrictive Environment
- ◆ Types of Behavioral Responses to Conflict
- ◆ The Positives and Negatives of Each Type of Behavioral Response
- ◆ How Your Response Type Influences Other Employees’ Responses
- ◆ Leader Behaviors
- ◆ Subordinate Behaviors
- ◆ How Do You See Your Leadership Behavior?
- ◆ Extrinsic vs. Intrinsic Motivation
- ◆ Motivation from a Behavioral Perspective
- ◆ The Four Phase Interaction Model
- ◆ Communication Tools and Processes

- ◆ With Which Types of Behaviors Would You Emphasize or De-emphasize the Communication Tools and Processes
- ◆ Cases: Role Plays Based on Situations Related Directly to the Employee's Work Environment with Each Type of Behavioral Response (Three role plays per participant)
- ◆ Cases: Real-Life Role Plays in which the Participant Uses the Four Phase Interaction Model to Handle a Situation They are Facing On-The-Job (One role play per participant)

### Program Format – 3 Days

This three-day program uses behavioral objectives, demonstrations, skills practice, and reinforcement. The course instructor presents the major learning points, leads a discussion on the advantages of the skill and demonstrates the skill. Participants then practice the skill through videotaped role-play situations, group cases and exercises. On the final day, participants have an opportunity for self-analysis and work through the development of an implementation plan. The maximum class size is 20, but for optimum results 12-16 participants is ideal.