LEADING WITH HEAD & HEART
4 Fundamentals of Management

Research conducted by CEB found that 60% of new managers fail within the first 24 months of their position. Most often, these leaders are promoted into positions for which they were never trained, so they try to use the same skills that made them a successful individual contributor. This often leads to failure.

**Leading with Head & Heart** is an interactive workshop that challenges managers to rethink how they are managing. The program is centered around four management fundamentals that lead to stronger team performance:

1. Build authentic relationships  
2. Set clear expectations that cultivate mutual understanding  
3. Coach for performance and accountability  
4. Drive engagement through recognition

All leaders will leave this workshop with skills they can immediately apply so they can cultivate deeper levels of trust, engagement, and accountability across their team and the organization.

> "I have been enrolled in several leadership “classes” over the years and always hear the same message. I found today’s experience to insightful, inspirational, and beneficial. The tactics I learned from you today are pragmatic in that I can apply them immediately. You have inspired me."

- Byrl, Production Supervisor

---

**PROGRAM OBJECTIVES**

- Explore the 3 phases of career development  
- Build authentic relationships built on trust  
- Set clear expectations that cultivate mutual understanding  
- Learn to delegate more effectively  
- Coach for performance and accountability  
- Demonstrate your ability to handle difficult conversations  
- Implement genuine recognition to drive stronger engagement

**PROGRAM LOGISTICS**

**TIMING OF PROGRAM**
Full-Day Leadership Workshop

**SUPPORTING MATERIALS**
Read leadership article prior to workshop  
Complete self-perception survey prior to workshop  
Receive multiple job aids throughout the program

**EMOTIONAL INTELLIGENCE COMPETENCIES TARGETED**
Self-Regard | Self-Actualization | Emotional Expression Assertiveness | Interpersonal Relationships | Impulse Control

www.justinpatton.com