

Be the
Leader Your
People Need



THE SLII EXPERIENCE™

You want your managers to be effective and know how to lead successful teams. But often, they don't have the skills to be flexible leaders, so they don't lead their people as effectively as they could. Many organizations struggle with finding training solutions that will develop their leaders to be the best they can be.

We know how frustrating it can be when your managers lack what it takes to impact performance. Research shows that employees need different levels of direction and support from their leader, depending on the task at hand. The problem is that most managers have only one leadership style that they apply to everyone, in every situation. The best leaders are situational leaders. They know how and when to provide the right leadership to help their team members succeed.

As the world's most taught leadership model, SLII® teaches managers the skillset they need to guide their people through predictable stages of development and provide them with what they need to be successful. Backed by years of research and proven results, the SLII framework has stood the test of time. When people get the leadership they need when they need it, their performance accelerates, work passion increases, and your organization thrives.

Training your managers to be situational leaders will result in:



Accelerated
Development



A Common
Leadership Language



Increased Retention
and Morale



Proactive Problem
Solvers

THE **KenBlanchard**
COMPANIES

Professionally Facilitated by Belmont Business Consulting

<https://leadership.guru> - info@leadership.guru - 702.674.9150



WHO SHOULD ATTEND?

Individuals in leadership roles who want to increase their effectiveness

Executives and senior-level managers

Mid-level or new managers or supervisors

THE PROVEN FORMULA TO BUILD SITUATIONAL LEADERS

Organizations can choose how they deliver The SLII Experience™, allowing learners to be more in charge of their learning journey beyond the classroom. Each delivery format follows a four-part learning path to ensure your managers master the content and become situational leaders.

- **LAUNCH**—Receive a portfolio of assignments to explain the concepts and engage learners in the content of SLII
- **LEARN**—Participate in activities that will teach leaders the skills and language they need to become a situational leader
- **PRACTICE**—Participate in activities that will develop new skills through robust, real-life practice
- **MASTER**—Participants will assimilate strategies to deepen and extend the learning so that it becomes second nature to set SMART goals, diagnose development level, and use the matching leadership style

When you work with Belmont Business Consulting, using Blanchard Materials to deepen the skills of your leaders, you can be confident that you'll make an impact in your organization. We partner with you each step of the way to teach you proven best practices that will result in the greatest return on your investment. Leaders deserve to be equipped with the right framework and tools to be successful. With more effective managers, morale and engagement will go up, team members will feel supported, employees will become more creative problem solvers, and overall company productivity will increase.

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Blanchard Training Solutions

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THE Ken Blanchard
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Behind Every
Great Employee
Is a Great Coach



COACHING ESSENTIALS[®]

Help managers learn how to coach their people

Coaching is the single most important managerial skill that separates a highly effective manager from the rest. The problem is, most managers don't understand how critical coaching is for the development, growth, and performance of their people. Because they don't know how to use coaching in their leadership style, their employees stay stuck on projects, becoming discouraged and demotivated.

We know how frustrating it can be when your managers aren't developing their people as effectively as they could be. Your managers deserve training that will deepen their leadership skills, so they can better accelerate the development and performance of those they lead.

Coaching Essentials[®], authored by Blanchard Master Certified Coaches, teaches managers how to use coach-like behaviors so that productivity goes up, teams are more unified, and the company performs better overall. Our program embraces the tried-and-true coaching competencies as defined by the International Coaching Federation; our expert authors have spent more than 20 years mastering the language and practices that make these methods immediately useful.

BRING OUT THE BEST
IN YOUR PEOPLE



Accelerate
Learning &
Development



Create
Autonomous
Problem-Solvers



Retain Your
Talent



Build Your
Leadership
Bench Strength

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Coaching Process Model



Coaching Skills Model



Listen to Learn



Inquire for Insight



Tell *Your* Truth



Express Confidence

WHO SHOULD ATTEND?

Managers and individuals seeking to develop coaching skills in order to increase the effectiveness and competence of those they lead

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PROVEN FORMULA TO CREATE A CONSISTENT COACHING CULTURE IN YOUR ORGANIZATION

Implement Coaching Essentials in your organization as a one-day, face-to-face workshop or as three 2-hour virtual sessions. Both designs include compelling visuals and materials, engaging videos, and proven learning activities that teach participants the following key concepts:

COACHING PROCESS

- Connect – Build trust and positive relationships
- Focus – Identify topics and goals
- Activate – Collaborate to develop a plan for action
- Review – Clarify agreements and discuss accountability

COACHING SKILLS

- Listen to Learn
- Inquire for Insight
- Tell *Your* Truth
- Express Confidence

Managers will learn how to identify the most helpful coaching style for the situation and how to put it to work in your organization. They'll have many opportunities to practice these new skills.

By integrating coaching skills into your management training, you get highly effective managers who know how to conduct powerful coaching conversations that create connection, increase trust, and help their team members perform at their best.

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Give Your New Managers a Great Start



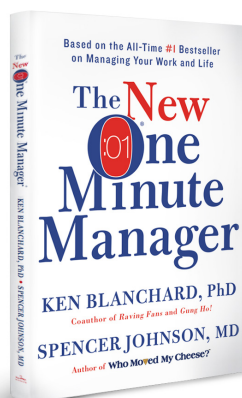
FIRST-TIME MANAGER

A Great Start Makes All the Difference

You want your newly promoted managers to be effective leaders and successful from the start. But most of the time, we find new managers struggling and their teams' morale is declining. Soon enough, you start realizing that high-performing employees promoted into management lack the skills to be effective managers, which requires a different skillset.

We know what an exciting but also challenging transition it is to become a manager for the first time. For nearly 40 years, we've been training the best managers in the world, so we created a program specifically for first-time managers.

The only one of its kind, First-time Manager builds on the secrets of the best-selling book *The New One Minute Manager*®. First-time managers who receive the necessary tools and training from the start are set up to become leaders who create engaged, productive teams, and drive greater results for your organization.



SET YOUR NEW MANAGERS UP FOR SUCCESS



Build Early Momentum



Create High-Performing Teams



Develop Future Leaders

THE Ken Blanchard
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Four Conversations Model



Four Essential Skills



Listen to Learn



Inquire for Insight



Tell Your Truth



Express Confidence

WHO SHOULD ATTEND?

First-time and established managers,
and those considering a transition
into management

New managers wanting to increase
their leadership effectiveness

Mid-level or new managers
or supervisors

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PROVEN FORMULA TO BUILD SUCCESSFUL NEW MANAGERS

Implement First-time Manager in your organization as a 6-hour face-to-face workshop (including lunch and breaks) or in a shortened 2 hour option. Both designs include pre-workshop activities, engaging participant materials, videos, and learning activities that teach participants the following key concepts:

- **Manager Mindset** – learn the mindset required for a successful transition from individual contributor to manager
- **Four Conversations Model** – learn a highly effective framework for understanding the conversations needed to manage people and performance
- **Four Essential Skills** – learn how to have purposeful conversations that create positive, productive relationships

After the workshop, participants have access to the First-time Manager Challenge, which guides them through a set of tasks to practice new skills back on the job. They also have access to workshop videos and worksheets through the learner portal for a full year.

When your first-time managers have the skills they need to step into their new role, they'll be more centered and their team will be more engaged and productive from the start. Don't let your managers burn out by leaving them to navigate their new role on their own.

Help your managers reach their full potential sooner

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Create a Culture
of Change Readiness



LEADING PEOPLE THROUGH CHANGE®

Change can be hard. It doesn't have to be.

Organizational change is a fact of business life. Reorganizations, mergers and acquisitions, technology implementations, and other business initiatives are disruptive because they require large numbers of people to change their behavior at the same time.

You want to successfully navigate change initiatives without derailing productivity or morale. It can be frustrating to see change efforts fail because managers don't have the resources or skills to guide their people through them. Failed or stalled change initiatives waste time and money, reduce productivity and engagement, and increase employee turnover.

It doesn't have to be this way. At Blanchard®, we know the most successful companies are agile and embrace change as part of their culture to stay ahead of the competition. We know how to equip your managers with what they need to get buy-in and commitment and create a culture of change readiness.

Our Leading People Through Change® program teaches your executives and managers how to lead successful change efforts by understanding the predictable stages of concern and adjusting their leadership style. Being able to successfully navigate change positively affects morale, builds momentum toward key goals, and gets results faster.

CREATE A CULTURE OF
CHANGE READINESS
THAT RESULTS IN



CHANGE
LEADERSHIP
CAPABILITIES



INCREASED
BUY-IN AND
RESILIENCE



GETTING RESULTS
FASTER



REDUCED RISK
AND INCREASED
CONFIDENCE

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THE PROVEN FORMULA TO DEVELOP CHANGE LEADERS

Leading People Through Change® applies to change initiatives of all types and sizes. Workshops can be delivered to an intact team working on a specific change initiative or in an open enrollment format. Workshops are available as in-person with optional additional on-line follow up session(s)

DURATION AND MEDIUM

- Specific change initiative: 2 hours or 1/2 day at event plus 3 or two-hour virtual sessions
- Full day in person
- 1.5- to 3-hour Executive Overviews also available; available only in person

WHO SHOULD ATTEND?

Intact Teams
 Executives
 Managers
 High Potentials

Belmont Business Consulting's expert change consultants train your leaders how to proactively surface and diagnose people's predictable questions and concerns during change. Your leaders will learn to flex and match their leadership behaviors to the needs of their people.

When people are given the opportunity to be involved in the process and their concerns are heard and addressed, they are less likely to resist change. When you have buy-in and commitment early on from the people you are asking to change, they will feel good about the direction of the organization and you'll get results faster.

Don't risk wasted time, effort, and money on a failed change initiative. Equip your leaders to make sure it's a success.

READY TO GET STARTED?

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Build an Unforgettable Culture of Service



LEGENDARY SERVICE®

Build a Service-minded Culture That Keeps Your Customers Coming Back

When was the last time you raved about great service, either from a colleague or a service provider? Every company knows how impactful great customer service can be, but few have a proven plan to build a service-oriented culture that will leave a lasting impression on the people they serve.

You want a culture that is dedicated to excellent service, where all employees are empowered to resolve issues and provide a great experience for your customers. It can be frustrating for business leaders to recognize that their organizations lack a service mindset. Employees may not even realize they have internal customers to serve, resulting in friction and low collaboration.

When employees aren't trained and empowered with a service mindset, you end up with a culture where employees don't help each other reach their goals and in turn aren't taking care of their customers the way they should. Even worse, employees are often afraid to go above and beyond, which can leave customers unsatisfied and looking elsewhere.

Your employees and customers deserve to feel valued in every interaction with your company. Our *Legendary Service* training program, by the co-authors of the book *Legendary Service*, teaches your employees how to consistently deliver ideal service that will give their coworkers the help and support they need, keep their customers coming back, and create a competitive advantage for your organization.

BUILD A SERVICE-ORIENTED CULTURE THAT RESULTS IN



Increased Loyalty



Reduced Cost of Sales



Raving Fans



Feedback and Innovation

Legendary Service Model



WHO SHOULD ATTEND?

Executives and
senior-level managers

Mid-level or new managers
or supervisors

Customer service employees
and their managers

All employees who have
internal customers

THE PROVEN FORMULA TO BUILD A SERVICE-MINDED CULTURE

Implement Legendary Service in your organization as a one-day face-to-face workshop or as 2 hour event workshop + two 2-hour virtual sessions. Both designs include engaging participant materials, videos, and learning activities. In just one day, participants will:

- Define their personal service vision
- Identify customers' needs and wants
- Learn and practice skills for building customer satisfaction and loyalty
- Develop strategies to empower themselves and create an action plan

When your employees are empowered to provide excellent service, they will create raving fans who recommend you to their friends and family. Internally, people will start treating each other better, and collaboration, innovation, and employee productivity will rise throughout the organization.

Don't leave your customers' experience up to fate and risk losing business. Instill a culture of service throughout your organization with the right training and start creating legendary service experiences that people will rave about.

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Create a Workforce of
Self Leaders to Power
Your Organization



SELF LEADERSHIP

If your people don't reach their full potential, neither will your organization.

Imagine how resilient your organization could be if it were filled with people who have the skills and self-confidence to get what they need without unnecessary guidance or wasted time.

Organizations don't execute well when individual contributors aren't taking initiative or being as effective as they could be. Performance is often stalled because employees don't know how to ask for what they need when they need it. The truth is, people want to be engaged, to make meaningful contributions, and to be appreciated.

We know how important it is to the success of your organization that every person be empowered and committed to achieving results. Our Self Leadership training program is designed by experts in employee motivation and engagement to ensure your team members develop the self-starting mindset they need to move the organization forward.

When you arm your individual contributors with the self leadership mindset and skillset, you build an empowered workforce that is productive, innovative, and passionate about their work.

Invest in Self Leaders and build an empowered workforce that results in:



Accelerated
Development



Higher
Performance



Personal
Accountability



Increased
Innovation

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Mindset of a Self Leader



Skillset of a Self Leader

1 Goal Setting

Aligning on what needs to be done, when

2 Diagnosing

Assessing your competence and commitment on a specific goal or task

3 Matching

Getting the leadership style that provides you with what you need

WHO SHOULD ATTEND?

Individual contributors, managers, and senior leaders seeking to be more productive and satisfied at work.

Anyone who reports to managers trained in Situational Leadership® II.

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THE PROVEN FORMULA TO BUILD SELF LEADERS

Implement Self Leadership training in your organization as a live in-person workshop, live virtual workshop, or online course. All designs include engaging participant materials, videos, and learning activities that teach participants the following key concepts:

- **Situational Leadership® II**—learn the world’s most popular leadership model, taught from the perspective of the self leader rather than the manager
- **Assumed Constraints**—learn to recognize those perceived barriers that can be transcended or avoided
- **Points of Power**—learn the five sources of power at work and how each can be activated to help achieve goals and experience greater autonomy and competence
- **Proactive Conversations**—learn how to seek the direction and support they need; learn how to proactively conduct One on One Conversations with their manager, in which they prepare the agenda

Tools also included are:

- **The SLII App**—a mobile app that helps learners master Situational Leadership® II and decide what they need most in each situation
- **One on One Worksheet**—a tool that guides self leaders through regular, well-planned One on One Conversations with their manager
- **Perceptions of Self Leadership Questionnaire**—a tool that compares participants’ perceptions with those of their manager in seven key areas of self leadership

READY TO GET STARTED?

Here’s how to implement a successful training initiative, in three easy steps:

1. **Decide** – we’ll help you decide who gets the training and why
2. **Prepare** – we’ll help you order materials and prepare the facilitator
3. **Deliver** – we’ll help you deliver impeccable training at your company

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