Crothers
CONSULTING

Developing Leaders Who Make a Difference

Manager's Toolkit:
A Blueprint for Leadership Success

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Manager's Toolkit:
A Blueprint for Leadership Success

Program Overview

This 4-month interactive program is designed to empower Leaders to excel and inspire by developing core management and leadership skills. Participants will engage in structured learning, real-world challenges, interactive exercises and cohort-based experiences to refine their leadership approach, drive team performance, and align with organizational goals. The curriculum is anchored in Leadership Circle™ competencies and includes Cloverleaf™ technology integration for personalized insights and ongoing microlearning support.

Program Format

- 4 months | 6 required modules | 2 electives
- Module 1 & 8: Live, in-person half-day kickoff and close
- Modules 2 - 7: Live-virtual 90-120 min sessions every other week (length depends on group size)
- Management Toolkit Workbook
- Live active challenges between sessions ("Go do's", homework, "practice challenges")
- Cloverleaf™ technology Integration for ongoing microlearning and leadership insights
- Minimum 10 participants
- Customization is available for specific industries or organizational needs

Who Should Attend

- Emerging leaders early on in their management roles
- High potential individual contributors who are team leaders and project managers
- Leaders without formal management training

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> *Great leaders don't set out to be a leader, they set out to make a difference. It's never about the role, it's always about the goal.*
> **Lisa Haisha**

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Core Modules
6 Required Courses

Module 1: Foundations of Leadership (Live Kickoff – ½ Day)

- **What it Covers**: Establishes the fundamentals of effective leadership, helping participants develop into influential leaders. Leaders will differentiate between leadership and management, understand how to model organizational values, and build trust through authenticity. The module introduces The Leadership Challenge™ (Kouzes & Posner) framework to develop vision, credibility, and influence.
- **Leadership Competencies**: *Authenticity, Purposeful Vision, Relating, Integrity, Self-Awareness*

Module 2: Leading Team Operations

- **What it Covers**: This session focuses on operational leadership, equipping managers with the tools to establish team routines, prioritize work, delegate effectively, and establish team alignment. Learn to define team norms and expectations, determine decision-making authority, manage handoffs and interdependencies, and run effective meetings that drive results.
- **Leadership Competencies**: *Achieves Results, Decisiveness, Teamwork, Systems Awareness*

Module 3: Managing Performance

- **What it Covers**: Learn how to set clear expectations, monitor performance, and provide ongoing feedback to drive engagement, accountability, and continuous improvement. The session covers the Radical Candor framework, which helps leaders deliver honest, constructive feedback.
- **Leadership Competencies**: *Courageous Authenticity, Achieves Results, Systems Awareness*

Module 4: Recognizing & Rewarding Employees

- **What it Covers:** This session helps leaders understand how to personalize recognition and rewards to boost engagement and retention. Using the 5 Languages of Appreciation, participants will explore various ways to reinforce positive behaviors and sustain high performance.
- **Leadership Competencies:** *Relating, Integrity, Purposeful Vision*

Module 5: Having Difficult Conversations & Managing Conflict

- **What it Covers:** Leaders often face difficult conversations and conflicts that, if handled improperly, can disrupt individual and team performance. Build confidence in managing tough discussions with direct reports, peers, and senior leaders. Participants will complete the Thomas-Kilmann Conflict Mode Assessment to understand their natural conflict styles.
- **Leadership Competencies:** *Courageous Authenticity, Integrity, Relating, Achieves Results*

Module 6: Introduction to Coaching for Leaders

- **What it Covers:** Coaching is a critical leadership skill for developing team members and fostering a culture of accountability and growth. This session introduces the coaching mindset, emphasizing active listening, powerful questioning, and guiding employees toward solutions. Leaders will learn how to increase engagement, accountability, and team performance through structured coaching conversations.
- **Leadership Competencies:** *Develops People, Relating, Courageous Authenticity*

Elective Modules (Select 2)

Elective A: Managing Virtual Teams

- **What it Covers:** This module helps leaders overcome the challenges of remote leadership, ensuring trust, collaboration, and accountability in virtual and hybrid teams. Participants will explore best practices for communication, engagement, and digital leadership.
- **Leadership Competencies:** *Relating, Systems Thinking*

Elective B: Your DISC Leadership Communication Style

- **What it Covers:** Leaders will take a DISC assessment to understand their natural communication style and learn strategies to adjust their approach to those with different styles to enable heightened team dynamics.
- **Leadership Competencies:** *Self-Awareness, Relating*

Elective C: Project Management & Scoping Tasks & Talent

- **What it Covers:** This session provides essential project management skills, teaching leaders how to scope work, allocate resources effectively, monitor progress, address risks and set clear goals for successful execution.
- **Leadership Competencies:** *Achieves Results, Systems Awareness*

Elective D: Advanced Delegation Techniques

- **What it Covers:** Leaders will go beyond basic delegation and learn how to assign tasks strategically to foster team development and efficiency.
- **Leadership Competencies:** *Achieves Results, Decisiveness*

Elective E: Strategic Collaboration & Inclusive Leadership

- **What it Covers:** Participants will learn to foster collaboration across teams, leverage diverse perspectives, and strengthen team cohesion through inclusive leadership practices.
- **Leadership Competencies:** *Relating, Courageous Authenticity*
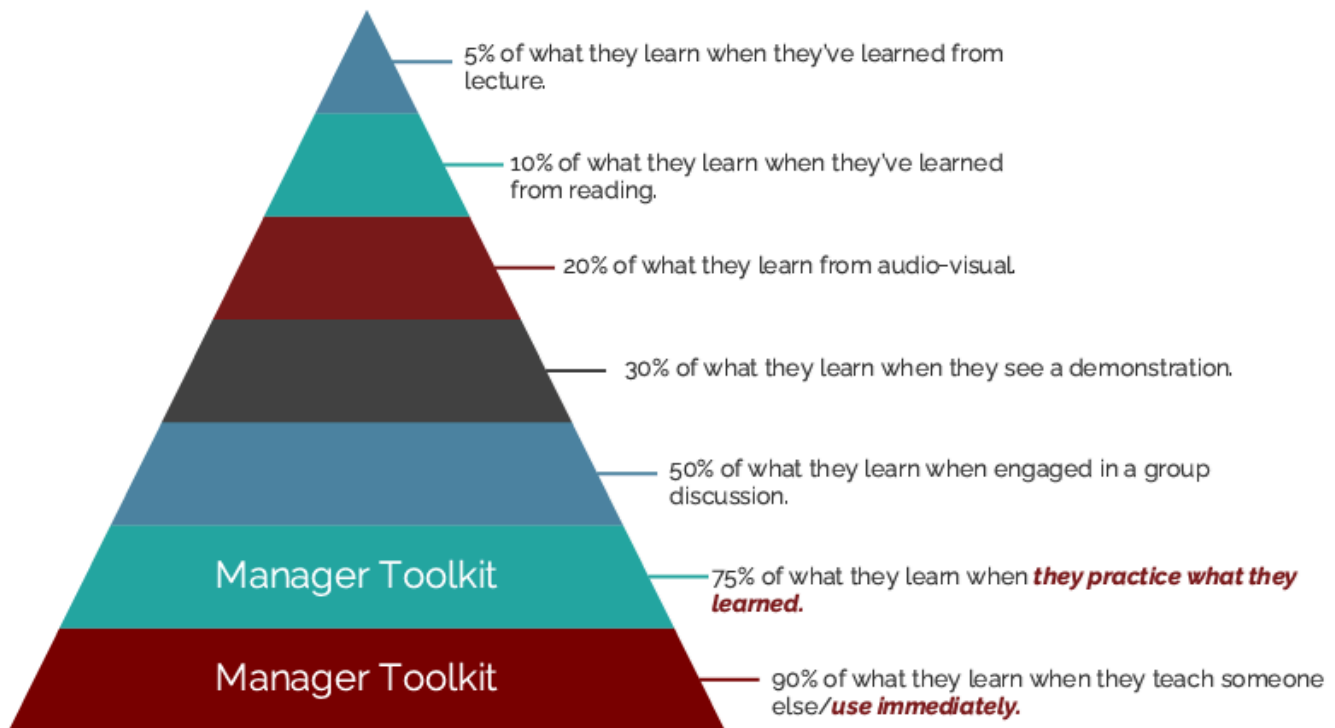
Elective F: Interviewing & Talent Selection Skills

- **What it Covers:** Leaders will learn to interview and select top talent using behavioral interviewing techniques, ensuring alignment with company culture and values.
- **Leadership Competencies:** *Achieves Results, Strategic Focus*

The Microlearning Approach

The program design is based on the premise that leaders are BUSY. Spending 2-3 days in a workshop can be interesting, but not always useful. By delivering shorter impactful skill training in the flow of work, The Manager's Toolkit program helps leaders practice what they are learning and use what they are learning immediately.

Adult Learners Retain...

- 5% of what they learn when they've learned from lecture.
- 10% of what they learn when they've learned from reading.
- 20% of what they learn from audio-visual.
- 30% of what they learn when they see a demonstration.
- 50% of what they learn when engaged in a group discussion.
- 75% of what they learn when **they practice what they learned.**
- 90% of what they learn when they teach someone else/**use immediately.**

Manager Toolkit

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CLOVERLEAF

To further the microlearning approach, Manager's Toolkit includes access to Cloverleaf, our automated coaching platform which leverages assessment data to provide daily 1-2 minute automated coaching interactions to sustain learning between sessions.

TODAY'S SELF TIP
Jaime Ferrone (You)
Planning a project and hit a snag? Your instinct to lighten the mood with humor can keep morale high. As you make your team laugh, also point out the learning opportunity in the obstacle. That way, you're using humor as both a relief and a teaching tool.
Save   Share   Reflect

"Organizations that have embraced microlearning witnessed a remarkable 130% increase in both employee engagement and productivity when incorporated into their development strategy." (SHRM)

Optional Add-On Program Features

- **Group or Team (Peer Coaching) Coaching Add-On** for team development and cohesion
- **1-1 Leadership Coaching Add-On** available for deeper skill development
- **Leadership Circle™ 360 Assessment Add-On** for additional feedback and deeper individual development
- **Increased Live-Onsite Sessions** for firms that want live in-person facilitation

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