

FranklinCovey
ALL ACCESS PASS[®]
SPECIAL COLLECTIONS

THE 6 CRITICAL PRACTICES

FOR LEADING A TEAM[™]



 **FranklinCovey**
THE ULTIMATE COMPETITIVE ADVANTAGE

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ABOUT FRANKLINCOVEY

FranklinCovey is a global company specializing in performance improvement.

We help organizations achieve results that require a change in human behavior. Our expertise is in seven areas: Leadership, Execution, Productivity, Trust, Sales Performance, Customer Loyalty, and Education.

For FranklinCovey All Access Pass® inquiries, call 855-711-CARE (2273). Product and program catalogs can be requested by calling 888-868-1776 in the United States or by contacting your local representative outside the United States.

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THE
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FOR LEADING A TEAM™

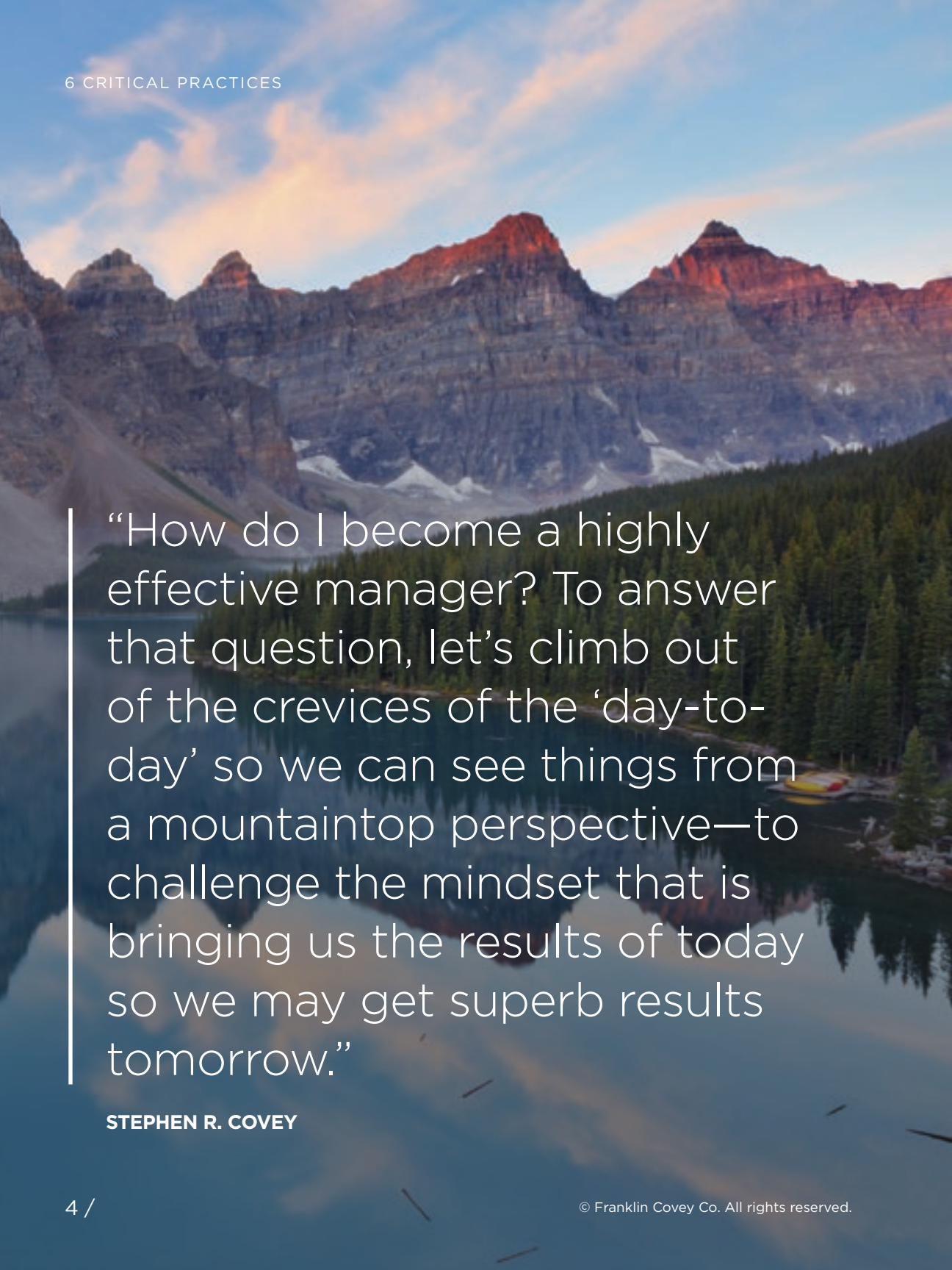
NAME





INTRODUCTION

THE 6 CRITICAL PRACTICES FOR LEADING A TEAM™



“How do I become a highly effective manager? To answer that question, let’s climb out of the crevices of the ‘day-to-day’ so we can see things from a mountaintop perspective—to challenge the mindset that is bringing us the results of today so we may get superb results tomorrow.”

STEPHEN R. COVEY

Your Peaks and Valleys

The two or three challenges that **EXCITE** you the most as a first-level leader are:

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The two or three challenges that **FRUSTRATE** you the most as a first-level leader are:

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First-Level Leaders Impact Results

As a first-level leader, you have a big impact on business results.

- **EMPLOYEE PRODUCTIVITY:** You manage the work for the vast majority of an organization's employees.
- **EMPLOYEE LOYALTY:** You may be the reason people quit their jobs.
- **CULTURE:** You are the creator and carrier of culture.
- **CUSTOMER LOYALTY:** Employee interaction determines 70 percent of customer perception. As a first-level leader, you shape this.
- **INNOVATION:** You and your team members are the biggest source of process/product innovation.



The Role Is Tougher Than Ever

The role has always been tough, and now it is tougher than ever.

First-level leaders:

- Assume a player/coach role.
- Lead people to do work the leader hasn't done.
- Adapt quickly to rapid changes in team demographics.
- Lead team members who are remote and virtual.
- Adapt to the rapidly changing nature of work.

PARADOX

People skills account for 80 percent of your success as a **first-level leader**.

Technical skills account for 80 percent of your success as an **individual contributor**.

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