



# Bottom-Line Leadership

## Leader of Leaders

### OBJECTIVE:

A "hands-on" workshop for those who lead other leaders. Participants learn how to manage a multi-department, multi-product organization; select, develop, delegate to and lead subordinate managers to improve productivity, quality, customer service and profit. Combines the best of a computerized business game and a leadership workshop with immediate feedback on results.

**Leader of Leaders** features a rich, **detailed Computer Simulation** of a business segment with five departments, their managers and team leaders as well as workstations, production rates, errors, reports, service measures, backlogs, costs, crises and decisions. Instead of fighting fires, participants learn to collect big data and see the "big picture"; to be proactive, understand how productivity, quality and costs are tied together and how to forecast work volumes and plan capacity to staff lean multiple units who can handle varying input volumes. They learn the impact of managers and supervisors on customer service, productivity, quality and staff morale. They learn to manage change and delegate. **Compresses months of middle management experience into 24 classroom hours!**

Participants learn, practice and focus on how to maintain the on-going operation (the "defense") while integrating sales and marketing (the "offense") to run a growing, profitable business. They work and learn in a business team, to lead the simulated managers and departments, as well as their live teammates. They learn to make trade-off decisions to achieve customer and management targets. The computer then analyzes decisions and provides immediate feedback on results, so participants learn from the consequences of their own decisions. Daily team presentations on objectives, strategies and results ensure lessons learned are shared. TA customized Post-Graduate assignment can be developed to ensure immediate application back on the job for an on-going return on investment.

### KEY LEARNING POINTS:

- \* **Leadership** - Identify competencies and qualities of effective leaders; select, develop, delegate to and lead multiple managers and supervisors/team leaders
- \* **Business Literacy** - Manage an operating area as a business; identify profit drivers, forecast and budget to run a profitable business
- \* **Productivity** - Get more quality work done with the same or less people at a lower unit cost
- \* **Customer Service** - Focus your managers on meeting customer commitments; avoid penalties and losing customers
- \* **Quality** - Focus on measuring and reducing errors and rework for higher quality scores
- \* **Market Share** - Identify impact of your managers that grow or depress market share; increase customer service and quality
- \* **Sales & Marketing (the "Offense")** - Add sales people and develop marketing strategies to grow revenues
- \* **Leading Change** - Plan and implement a major change
- \* **New Product Introduction** - Staff and equip your organization for new products; manage in a multi-product environment
- \* **Managing the On-Going Business (the "Defense")** - Keep existing operations and logistics going while introducing new product
- \* **Staff Planning** - Determine head count, staff mix, succession planning
- \* **Decision Making** - Trade-off decisions, strategic vs. tactical

### RECOMMENDED FOR:

For leaders of multiple managers/supervisors in any area of business. Those who manage multiple departments and or multiple products.

**Length:** 24 hours

FS#326 v7-8-14