



# THE TRUSTED LEADER

A Q4-solutions leadership program

This program has especially been designed by Psychological Associates and DSW for leaders / managers in charge of a team, a project or any kind of matrix relationship. It's about making great leaders and self-leaders throughout the organization. It's about engaging teams in their work and relationships. This program can be delivered in English, French, Spanish, Dutch & Catalan.

## OBJECTIVES

- **AGILITY:** To equip your leaders with the latest & most effective approaches to performance management & interpersonal skills.
- **EMPOWERMENT:** The learned skill set will allow them to master a range of engaging initiatives that your company needs to lead and manage teams to take responsibility, as well as improve performance and engagement.
- **PERFORMANCE:** Your managers will be able to recognize the types of distinctive behaviors and deal with them. They will be able to develop strategies to manage and influence these people and thus be able to achieve their own performance goals and those of the organization.

## PROGRAM

### DAY 1 – DEVELOP A RELATIONSHIP OF TRUST

- Ingredients of trust: the trust equation
- 4 attitudes of a leader, and their consequences
- Responsiveness, communication & motivation
- 5 steps for an impactful conversation

### DAY 2 – DEVELOP YOUR Q4 LEADERSHIP SKILLS

- How to lead an authoritarian & aggressive person
- How to lead a passive & closed person
- How to lead a nice and sub-assertive person
- How to lead an assertive & realistic person

### DAY 3 – BECOME A TRUSTED LEADER

- Practice on real case study with actor
- Anchoring new behaviors
- Building self confidence

Practical & concrete  
(camera & actor on  
real case study)

Explanation  
and  
demonstrations  
with videos

Transactional  
feedback, to  
anchor learning

## METHODOLOGY

