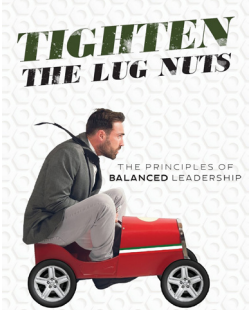




# LEADERSHIP TRAINING

A Strategic Investment

# CONTENTS



**3 LEADERSHIP TRAINING**  
A Strategic Investment

**4 WHO ARE WE**  
3sixty Management Services

**5 BALANCED LEADERSHIP**

**7 WHY VALUES MATTER**

**9 HANDLING DIFFICULT CONVERSATIONS**

**10 SUCCESSION PLANNING**

**11 BEING OBSESSED WITH THE FRONT-LINE**

**13 HIGH PERFORMANCE SELLING PROGRAM**

# ■ LEADERSHIP TRAINING

## A STRATEGIC INVESTMENT

### Motivating and Developing Your People to Optimize Outcomes

#### **Leadership Roles for the Supervisor**

Understand the different roles that an effective leader must embrace.

#### **The Value of Appropriate Feedback**

Understand types and guidelines for giving feedback.

#### **Communication Skills**

Develop effective listening and questioning techniques.

#### **Presentation Skills**

Make an impact when presenting to groups.

#### **Handling Objections**

Understand the process for handling employee objections.

#### **Planned Goals and Organizational Alignment**

Understand the purpose, benefits and how to set appropriate goals.

#### **Coaching**

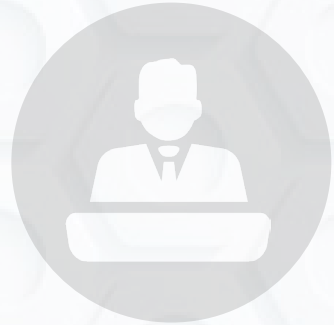
Understand effective coaching in a work improvement discussion.

#### **Delegation**

Review the benefits and stages of delegation.

#### **Succession Planning**

Developing your bench for future success





3SIXTY  
MANAGEMENT  
SERVICES, LLC

**Rocky Romanella**  
Founder CEO

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## OPTIMIZING OUTCOMES

Expertise



Comprehensive  
Curriculum



Customizable  
Content



After Care

3SIXTY is a network of thought leaders from the business and academic communities working with clients to generate sustainable business results.

**CLICK HERE TO:**

**Schedule a Training  
Assessment Today**





# BALANCED LEADERSHIP

## Leadership Development Curriculum

### GREAT LEADERS

rise to the top, but all need development and training along the way. The objective of “Balanced Leadership” training offered by 3SIXTY is to recognize that the balance between customers, people and stakeholders is a strategic process that requires constant calibration. This training will explore the concepts of Balanced Leadership and how optimizing processes through this lens helps you optimize your business performance.

1

**“Thinking like a customer”** by approaching each challenge as a true solutions provider. We’ll emphasize how your actions influence your people and how you can help them better understand your business from the eyes of the customer and use this new insight to guide their decisions and actions.

2

**“Feeling like a valuable contributor”** by believing your work and your team’s contribution matters, while never compromising on safety and values. When you feel valued, you are empowered. You make smart decisions. By fostering this mindset, you create an uncompromising culture of integrity, honesty, respect and service.

**The context of our training program includes a road map in FIVE KEY AREAS**

3

**“Acting like an owner”** with a true understanding of the organization’s business objectives and competitive environment and the critical role of each contributor in what leads to success. When you treat your job as if it is your business, you pay careful attention to your customers and people – and more.

4

**Understanding the “Big 8”**, key drivers of a successful business roadmap, and how to use them to connect performance to business results.

5

**Driving employee engagements** through a well-defined communications strategy.



1

Think like a customer

2

Feel like a valuable contributor

3

Act like an owner

4

Understand the “Big 8”

5

Drive employee engagements



# WHY VALUES MATTER

“your word is your  
bond always  
follow through on  
your word”

ROCKY ROMANELLA

**LEADERSHIP** is not a passive duty, it is an active responsibility. The objective of “Why Values Matter” training offered by 3SIXTY is to recognize how leaders demonstrate their values and set the tone from the top. This training will explore how to provide your team members with the leadership they need to successfully reach their desired goals in concert with your work groups and organization’s goals.





Let's  
take a  
closer  
look!

learn how to inspire your team

1

what is needed to create a strong value system

2

why set clear expectations

3

the consequences of poor decision making

4

what exceptional leadership should look like

5

Highly effective leaders must have balance when considering their business. Learning *how to inspire your team* to take this to heart through the Balanced Leadership™ model helps leaders identify who you are, what you stand for individually and as a business, and what you will never compromise.

Creating a strong value system is a key part of your culture and must be connected to your mission and vision – from recruiting, through onboarding and annual performance reviews. We'll examine the tools that leaders need to guide actions and decisions that are consistent with what your people, customers and investors believe to be your strategy.

Setting clear expectations for your leadership team is a strategic imperative when it comes to ensuring alignment with your values. Dive into the process of setting Leadership Expectations as an essential accountability tool.

Many factors place pressure on individuals within your organization. Sometimes with pressure comes pain, which can motivate people to do some desperate things. We'll explore the consequences of poor decision making.

Bringing your values to life helps institutionalize them. It is a process that includes modelling what "Exceptional Leadership Looks Like" and ensuring leadership consistently communicates expectations throughout your organization.



# HANDLING DIFFICULT CONVERSATIONS

**GIVING FEEDBACK** to your employees, particularly when their performance falls short of expectations, is one of the most critical roles you play as a leader. The objective of “Handling Difficult Conversations” training offered by 3SIXTY is to not only identify issues and a plan for resolution, but to effectively frame discussions to achieve your desired results. While there are many approaches to conflict/problem resolutions, this training will explore a process that is widely used and effective.

## The context of our Training Program includes a road map in **FIVE KEY AREAS:**

- Using a process approach to clearly and accurately identify the problem.
- Reviewing tools to gather data, which helps you to understand the current context of the problem (what is) and research options for moving forward (what could be or should be).
- Developing and implementing a plan that is data-driven and based on facts, realistic and feasible evidence, clear and concise direction, criterion and consensus driven, and well-communicated.
- Using sound metrics to monitor and evaluate the plan. Resolving issues using an “if, then” approach.
- Effectively framing the issue to overcome barriers and gain the employee’s commitment.





## PIVOTAL ROLES

Roles that are essential to the company's future.

Examples are roles with:

- Large span of control
- Large budgetary responsibilities
- Senior and strategic roles
- Customer contact roles
- Specialists roles

## BENCH STRENGTH ROLES

The competence and number of employees ready to fill vacant leadership and other positions when the need arises.

Bench strength speaks to:

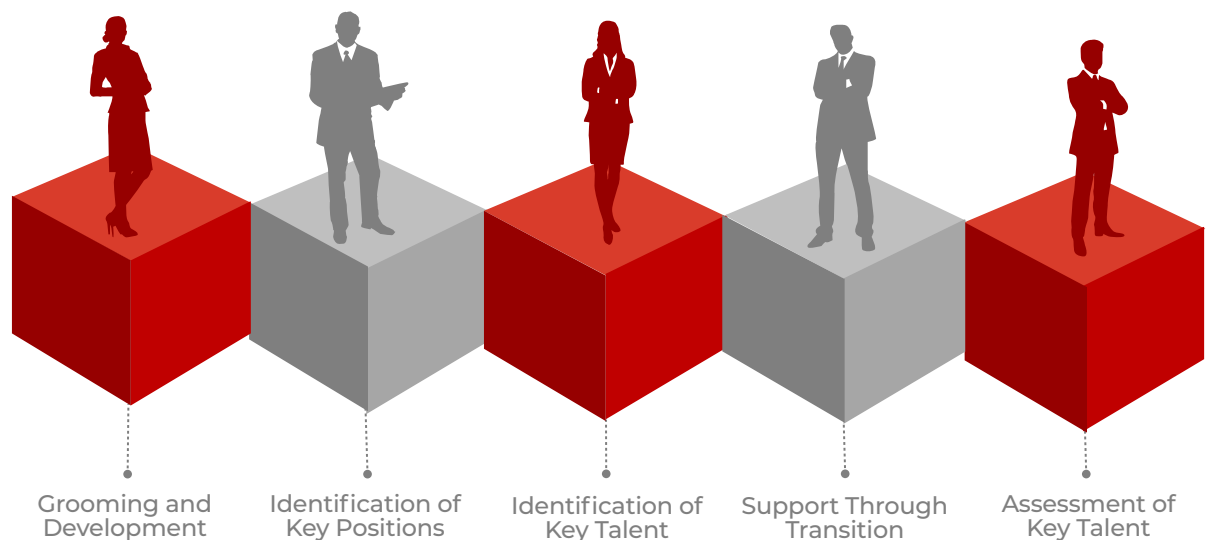
- Depth of an organization, not just quality (developed successors)
- Quantity (number of developed successors)

# SUCCESSION PLANNING

**A process of identifying, developing and transitioning potential successors for the company's present and future roles; aligned with the talent and ambition of current employees and the talent network.**

## 5

### Key Elements Of Succession Planning





# BEING OBSESSED WITH THE FRONT-LINE

The objective of the “Being Obsessed with the Front-line” training offered by 3SIXTY is to develop an understanding on how to take your front-line employees from awareness to engagement to ownership. This training will introduce a road map for mid-level and C-level leaders to maximize talent at all levels of the organization and produce a culture of inclusion, which will lead to improved business outcomes.





### 5 KEY STRATEGIES

1

Creating a communication strategy that helps employees become “aware of the big picture”. This strategy will include the tactical approach and method of developing an environment that creates an excitement for information on the direction of your organization.

2

The “art of engagement” which begins with building relationships that allow employees to develop and grow no matter their role in the organization. These relationships will enable you to hear the BAD news before an issue becomes a major problem.

3

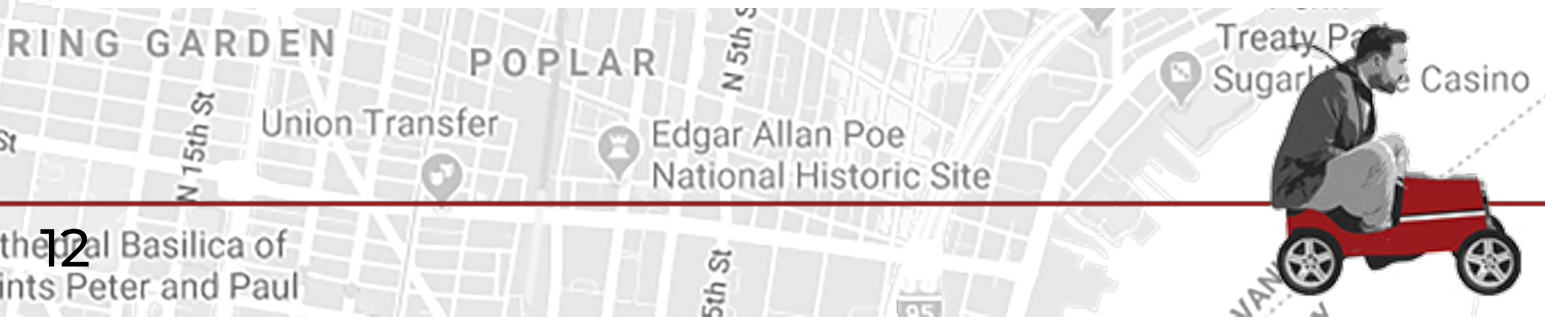
Having an organization of employees that “act like owners” who are obsessed with the growth and well-being of the organization. It starts with examining commitment from an individual perspective and then leads to the development of work teams that leverages synergies from “one-to-many” in an organization.

4

The ability of sticking with it is always a challenge in any attempt to shift a culture, or to change a process. The focus on “change sustainability” will map out the strategy that introduces the concept of champions taking ownership on specific parts of the plan.

5

“Reflection” focusing in on how to stop, pause and move forward. This includes keeping what is working and continuing to redefine what “Being Obsessed with the Front-line” truly means.



# HIGH PERFORMANCE SELLING PROGRAM

THE OBJECTIVE of the High Performance Selling Program offered by 3SIXTY is to advance the skill sets of representatives by repositioning their status with prospects and clients from a posture of fulfilling, or taking orders to that of a trusted advisor providing business solutions and supporting the client's strategy and tactics.

The context of our training program includes a *Sales Learning Roadmap* focusing on SIX KEY AREAS:

- 1 Shifting “sales objectives” from taking orders and reacting to a need to adding value and building business solutions.
- 2 Achieving trusted advisor status includes developing “sales knowledge”, which includes not only product knowledge but also business knowledge and most importantly, customer knowledge.
- 3 Developing “communications skills” from reacting and recommending to educating, facilitating and leading.
- 4 Improving “sales management” skills from managing an account to managing the business opportunities of the client.
- 5 Evolving the “customer relationship” from transactional sales and vendor supplier of choice to long-term business partnering.
- 6 Transitioning the sales “success profile” from getting orders and growing the account to influencing measurable results and impacts on the client's business.



“Championship teams are built on solid training, strong communications and a well-executed game plan”



ROCKY ROMANELLA



There are pre-requisites required by 3SIXTY in order to tailor the training to each client, which can be reviewed at the appropriate time. Attached is our High Performance Selling Playbook that is designed to support the sales training long after completion of the program.

We can be available to review in greater detail at your convenience.

[Click here to learn more.](#)



# our LEADERSHIP TEAM

**OUR MOTIVATIONAL SPEAKERS AND BUSINESS EXPERTS** on Leadership Training help highly trained executives in their field . The 3SIXTY Team are career leaders with practical experience and business results. The Balanced Leadership Model™ created by Senior Partner Rocky Romanella, and our ability to bring passion, process, leadership development and training expertise produces fast results for Clients.

## Meet a few members of our team:



### **ED PYKE - MARKETING & STRATEGY**

Ed Pyke is a leader in developing marketing strategies for 3SIXTY clients to support sustainable business growth and to ensure brand equity and awareness. Ed's extensive experience draws upon not only Marketing Strategy and Retail Product Development, but Operations and Sales experience as well.



### **BILL KLUSSMAN - SUPPLY CHAIN, LOGISTICS & ENGINEERING**

Bill Klussman is an expert in engineering, global logistics and distribution with over 30 years of solution process design for the engineering of an efficient supply chain. Bill strategically drives efficiency leadership through his vast knowledge of engineering disciplines following a 36-year career at UPS.



### **NICK KOCHek - LEADERSHIP DEVELOPMENT**

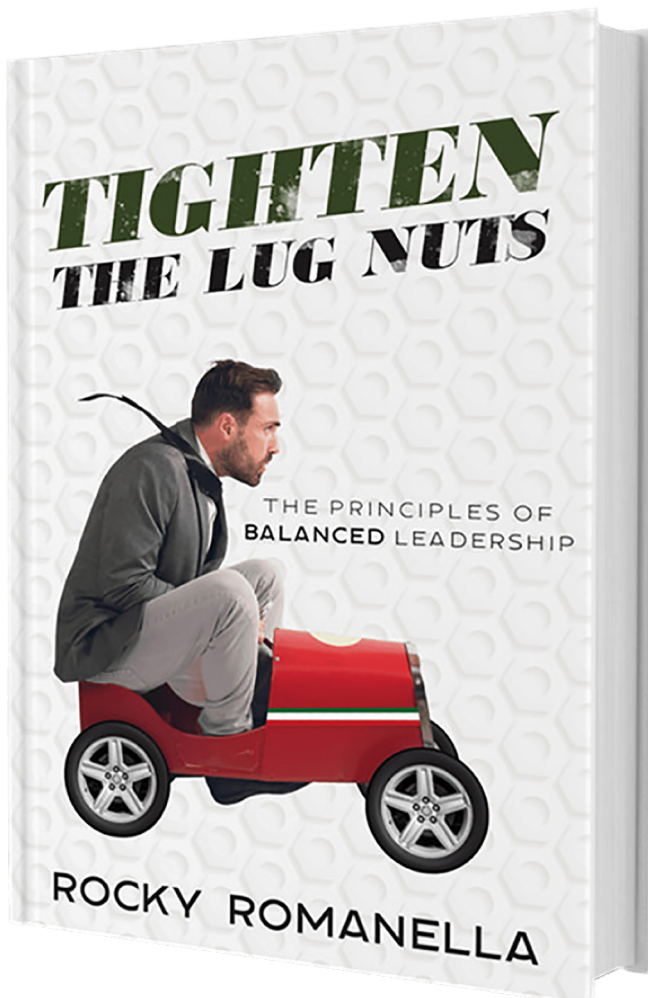
Nick is our notable expert in leadership development. During his 37-year UPS career he thrived working with all levels of management. Nick's strength developing teams can be credited to his knowledge in strategic planning, operational efficiencies, public affairs and workers' compensation and risk control.

**CLICK HERE TO meet more members of our team!**

## ROCKY ROMANELLA SENIOR PARTNER

Rocky Romanella, an experienced executive, CEO and Director, motivational keynote speaker, trainer and adviser is founder and principal of 3SIXTY Management Services, LLC. He most recently served as Chief Executive Officer and Director for UniTek Global Services, a mid-cap telecommunications solutions company, after retiring from a 36-year career with UPS, the largest shipment and logistics company in the world.

**CLICK HERE TO learn more about Rocky.**



“The title, Tighten the Lug Nuts, is connected to a story within the story. It is one of the most important lessons for every leader. I shall not spoil the read by giving out the details. My favorite lesson is: “You can only handle a few urgent things, so do not allow important things to become urgent.””

**Renu G - [onlinebookclub.org](http://onlinebookclub.org)**

Click on the icons below to order your copy of the book, “Tighten The Lug Nuts - The Principles Of Balanced Leadership”

**amazon.com**

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& NOBLE**

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