



# Employee Performance Excellence Workshop

Participant Guide

“Leaders become great not because of their power but,  
because of their ability to empower others.”

- John Maxwell

# EMPLOYEE PERFORMANCE EXCELLENCE

## INTRODUCTION

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# EMPLOYEE PERFORMANCE EXCELLENCE

## INTRODUCTION





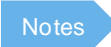
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### How to use the participant guide

The participant guide is designed to guide you through this course and serve as a future point of reference.

### Icons

Throughout this guide, you will find icons that help to identify various types of information.

	The <b>KEY</b> icon indicates key points to remember.		The <b>Group</b> icon indicates a group activity.
	The <b>Individual</b> icon indicates an individual activity.		The <b>Debrief</b> icon indicates it's time to debrief.
	The <b>Notes</b> icon indicates an area for note taking.		

### Course overview

This workshop connects you with other U.S. Bank leaders. We will be sharing best practices that can be implemented on the job to further your development as a leader.

### Objectives

At the end of this workshop, you should be able to:

- Identify effective leadership traits and qualities
- Recognize the purpose and value of goals and KPIs
- Identify the role that coaching plays in effective leadership
- Manage your daily priorities
- Manage your time by implementing a framework to achieve goals
- Recognize the importance of planning and preparation in successful meetings

### Guiding Questions

1. How can I become more comfortable networking with my U.S. Bank manager peers?
2. What actions do I need to take to become an effective leader?
3. What goals will I create to start implementing new concepts I've learned?

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# Introduction

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### Employee Performance Excellence

Leadership is a \_\_\_\_\_ that every professional should possess to be successful in today's work environment. Developing your \_\_\_\_\_ goes beyond traditional assessments of your qualities and application of those results. New leadership concepts build on those insights and help you \_\_\_\_\_ your \_\_\_\_\_, develop the \_\_\_\_\_ you possess toward leadership and consequently become more \_\_\_\_\_ and \_\_\_\_\_.

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## INTRODUCTION

### Leader bingo icebreaker

	Icebreaker instructions	6 minutes 
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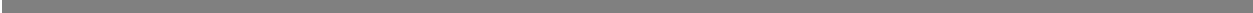
B	I	N	G	O
Has learned a new sport within the last year	Has the same first initial as you	Born in another country	Owens a dog or cat	Has met a famous celebrity
Does NOT have a Facebook profile	Has at least one mentor	Had a fantastic leader in their life	Managed a team the same amount of time as you have. (Example: 2 months, 10 years, etc.)	Plays an instrument
Took college courses or has a degree	Wants to be a better leader	 <b>FREE SPACE!</b>	Supervises and/or manages more than six people	Is an only child
Has been to Hawaii	Was recently promoted to a management position	Has read more than three books in the last year	Speaks another language fluently	Has traveled to another continent
Has the same birthday month as you	Drives a red, black, or green car	Doesn't eat tomatoes	Has lived near the ocean	Has a fear of public speaking

## Objectives

At the end of this workshop, you should be able to:

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- Manage your daily priorities
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NOTES

Notes section containing 20 horizontal lines for writing.

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# Leadership Characteristics

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## Module 1

“Being a leader is not about you. It’s about the people that  
are on your team and how you can help them be  
successful.”

- Susan Vobejda

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#### Leadership characteristics – Module 1

##### Objective

At the end of this section, you should be able to:

Identify effective leadership traits and qualities

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#### About leaders

- Why do people become leaders?

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- Why did you become a leader?

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- Were you given the tools and development to be successful?

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- Great leaders aren't born, they are developed. Great leaders possess certain traits and characteristics.

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- Do you ever stop to think about what your role is as a leader?

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# EMPLOYEE PERFORMANCE EXCELLENCE

## INTRODUCTION

### Barry Posner's leadership characteristics

1. Credible

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2. Competent

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3. Honest

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4. Forward thinking

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5. Inspirational



#### Key Points

- Credible
- Competent
- Honest
- Forward thinking
- Inspirational

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# EMPLOYEE PERFORMANCE EXCELLENCE

## INTRODUCTION

### Great leaders activity

	Great leaders activity		6 minutes 
	<b>Leader Name</b>	<b>Behavior</b>	<b>Characteristics</b>

# EMPLOYEE PERFORMANCE EXCELLENCE

## INTRODUCTION

### Organizational culture

- Model behaviors

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- Establish goals

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- Provide coaching

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- Reinforce purpose

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### Key Points

- Model behaviors
- Establish goals
- Provide coaching
- Reinforce purpose

### NOTES

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