



# THE LEADERSHIP JOURNEY

## FOLLOW-UP GUIDE

### Five Key Questions That Drive Organizational and Team Performance

**Leaders are defined by the questions they ask. By asking questions you can propel your team to new performance levels. In this course you will learn:**

- **Five essential questions that can enliven and empower teams.**
- **How to define your follower's priorities.**
- **The critical impact of regular one-on-one sessions.**
- **Strategies to turn input received into a force for strategic change.**



## Personal Action Plan Follow-Up Guide

(This section is 2 pages)

**Objective:** This Follow-Up Guide is a tool that enables managers, work coaches, and mentors to provide ongoing coaching, mentoring, and encouragement to their employees who are participants in *The Leadership Journey*. Following-up with participants adds accountability and measurement to the learning process and reinforces the importance of applying newly learned skills.



Below you will find a list of personal action plan questions asked of participants for this course. You should receive a completed personal action plan from each participant that you are following-up with.

Follow-up should take place after the participant implements their action plan. It is recommended, but not always possible, to follow-up before the next training session.



1. What is the most important idea that you learned from this course?
2. What questions should you consistently ask your followers in order to drive your business goals? Write them down. You can change the questions presented in this course to better meet the needs of your department and organization.
3. What challenges, if any, do you expect to face when scheduling one-on-one meetings with your team members? List ideas to overcome anticipated challenges.
4. How do you plan to capture your insights after the one-on-one meetings? Where will you keep them for review?

Note: Remember to take a moment to answer the following questions immediately after your one-on-one meetings:

- What have you learned that could drive your business goals?
- What stories did you hear that you can brag about?

(The follow-up guide is continued on the next page.)



The goal of this exercise is to have a discussion about the participant's application of their new skills into your organization. Below are suggested questions to ask during your follow-up discussion. Feel free to add your own, change them, or omit ones that may not apply. It is OK to add your insights and suggestions to better help the participant.



1. How did your followers initially react when you started consistently asking them questions?
2. What have you learned from these conversations?
3. Have you gotten excited and positively gossiped about any ideas and stories? If so, what happened?
4. Is there any positive gossip that I should know about that you haven't yet told me?

### About Business Training Experts

We believe learning is not a one-time event, it happens over time.

Business Training Experts publishes corporate training programs that deliver lasting behavior change and business results. Our turnkey training programs are customizable to any organization's needs.

We'll transform your people with our proprietary burst learning model that takes a systematic approach to learning. Instead of relying on a one-time training event, our short courses can be spaced out over time. Students learn practical skills, then apply them on the job to real workplace challenges - before they learn the next set of skills. Supervisors learn and internalize through discussion, practice and application. Our follow-up tools hold students accountable for applying new skills in the workplace.

Over 1000 companies and tens of thousands of students have delivered lasting results through our training curricula. Topics include:

- Leadership Development for Supervisors and Managers
- Customer Service
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