

## Course Objectives & Outline

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### Leaders as Career Agents

A leader's primary role is to develop talent by driving employee engagement, which leads to productivity and positive organizational outcomes. With research showing us that approximately 70% of the workforce is currently disengaged, developing leaders who can drive employee engagement in order to produce results is critical.

This advanced course seeks to teach leaders how to be career agents in order to drive performance and results. Topics covered include how to facilitate win-win conversations with employees, how to create career advancement plans with employees that are grounded in behaviors and how to provide projects and assignments that foster employee skill development.

A course is also available for HR professionals on how to create career agent systems and mindsets to support leaders.

#### **Course Objectives:**

Following the completion of this course, participants will be able to:

1. Understand the employee engagement problem and how it impacts performance.
2. Understand what it means to be a career agent.
3. Apply techniques for being a career agent including:
  - a. Asking one simple question.
  - b. Facilitating win-win conversations with employees.
  - c. Creating advancement plans with employees through goal-setting.
  - d. Designing assignments and projects to foster skill development and increase engagement through "flow".

The HR training includes the following objectives:

1. Understand and design ways to train leaders on what it means to be a career agent through their behaviors.
2. Provide tools and processes to facilitate career agent conversations including how to tie your performance management process to this system.
3. Understand and apply methods for recruiting and promoting individuals who model a career agent mindset through their behaviors.