FranklinCovey

6 Critical Practices

for Leading a Team®

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Practices That Set Exceptional Managers Apart

Challenges & solutions

Today, most organizations expect leaders to deliver better results, faster, with teams that are already overloaded and often disengaged. Two key statistics show how increasingly urgent these challenges have become:

- Managers account for up to 70% of the variance in team engagement. *(Gallup)*
- Only 27% of employees say they clearly understand their role at work. *(FranklinCovey)*

The answer is not to add more to leaders' workloads or increase headcount. It lies in how leaders lead their teams more effectively - strengthening engagement and retaining talent to enable faster, more consistent execution and achieve higher, more sustainable results.

Drawing on global research into effective leadership behaviors, FranklinCovey developed **The 6 Critical Practices for Leading a Team** to help leaders manage people consistently and systematically in the flow of everyday work. The program enables them to translate strategy into sustainable results through the contribution and engagement of their teams.

Comprehensive leadership mindsets that enhance leadership effectiveness and improve the quality of decision-making.

Powerful execution tools that optimize operations and drive consistent results.

Critical leadership practices that improve team performance and sustain results over time.

Who Should Attend

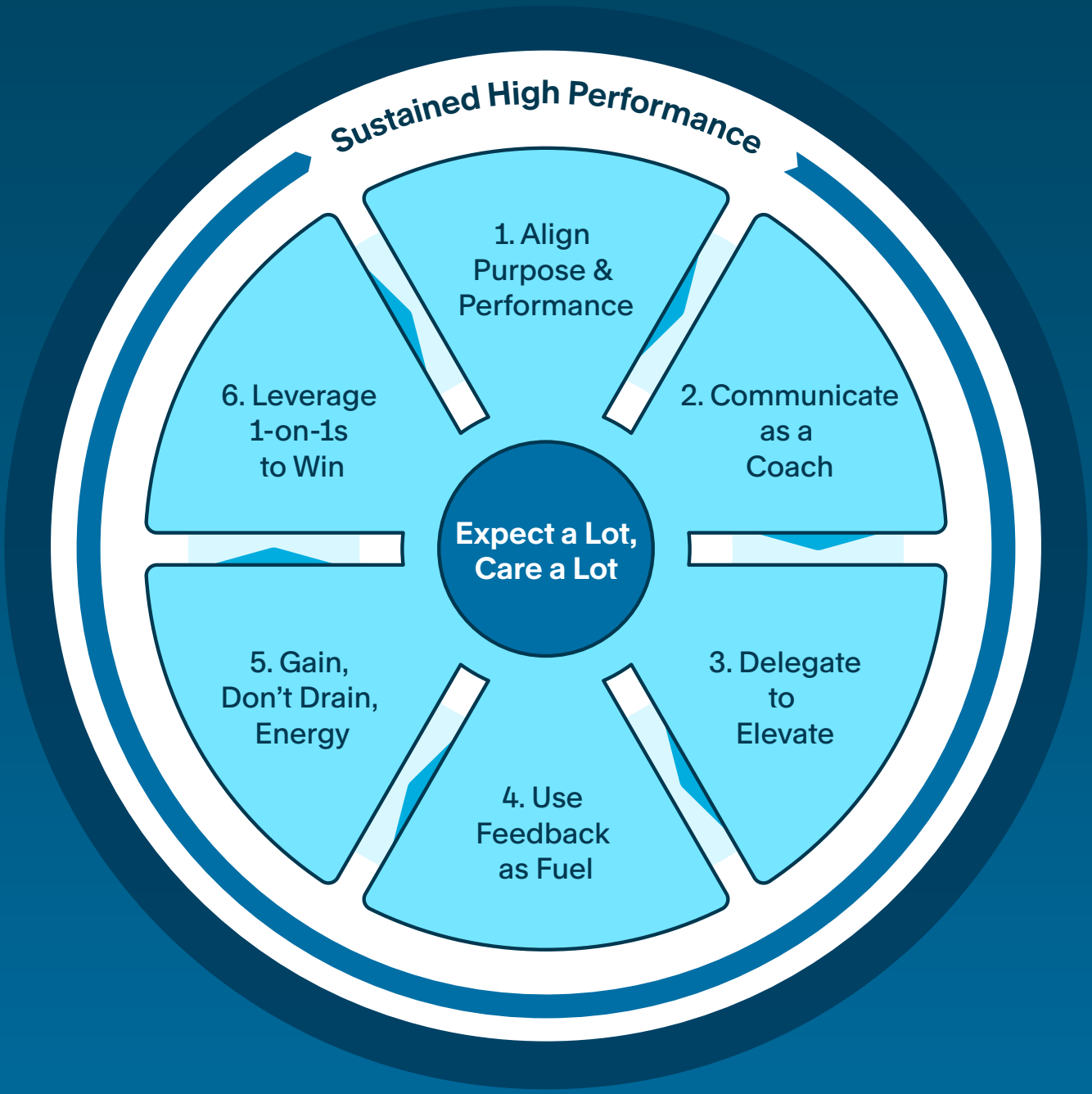
"The 6 Critical Practices for Leading a Team" is a globally standardized leadership development framework designed for:

- Managers and leaders at all levels who want a structured, globally proven approach to leading teams with greater effectiveness and long-term impact.
- Managers and leaders transitioning from high-performing individual contributors or task-focused managers into influential leaders who empower others and build stronger teams.
- Organizations seeking to develop a consistent leadership standard and strengthen execution capabilities across their management and leadership teams.

Program Overview

6 Critical Practices for Leading a Team® is a practical operating system that builds daily and weekly habits to balance high expectations with genuine care.

It equips every leader with the core people skills to shape trust, engagement, and performance - turning strategy into outcomes and enabling organizations to achieve consistently great results through people, not at their expense.



The Shift This Course Creates

From	To
Uneven execution across teams	Predictable execution with clear goals, role clarity, and high-value 1-on-1s that keep priorities moving
Capacity bottlenecks as the same few “go-to” people absorb most of the work	Expandable capacity by distributing ownership and matching support to skill and will
Turnover and burnout, even among top talent	Sustained engagement by pairing high expectations with genuine care and purpose that motivates best effort
Every manager leads differently, creating pockets of excellence and high risk	Consistent leadership through six repeatable practices that create shared standards for sustained superior results

Common Challenges

- Missed deadlines and slow results
- Default to telling instead of coaching
- Avoiding or delaying useful feedback
- Uneven performance across managers
- Losing good people to weak leadership

Benefits

- ✓ Hit deadlines and keep priorities moving
- ✓ Build capability and bench strength
- ✓ Reduce rework and improve quality
- ✓ Drive consistency in performance across teams
- ✓ Increase engagement and retention

Practice 1

Align Purpose & Performance

*The Principle of **Clarity***

- Define the team's purpose
- Clarify each individual's role and goals

Practice 2

Communicate as a Coach

*The Principle of **Potential***

- Ask questions that guide thinking
- Listen with the intent to understand
- Recognize and celebrate success

Practice 3

Delegate to Elevate

*The Principle of **Leverage***

- Match the right work to the right person
- Provide the right level of support
- Align on expectations

Practice 4

Use Feedback as Fuel

*The Principle of **Acceleration***

- Give frequent, specific positive feedback
- Proactively invite feedback
- Give constructive feedback

Practice 5

Gain, Don't Drain, Energy

*The Principle of **Renewal***

- Spot and remove common energy drainers
- Model renewing behaviors that keep leaders and teams energized

Practice 6

Leverage 1-on-1s to Win

*The Principle of **Consistency***

- Maintain a consistent connection rhythm
- Establish shared accountability
- Tailor each conversation to the individual

Delivery Options

The program is delivered according to FranklinCovey's global standards through the following options:

Public Workshop

- Delivered to global standards in a cross-industry learning environment, enabling participants to broaden their perspectives and learn from practices across organizations.

In-house Workshop

- **Standard Program:**
  Delivered according to globally proven standards.
- **Customized Program:**
  Tailored to the organization's strategy, industry, and operating context, ensuring direct alignment with its specific business objectives.

FranklinCovey

FranklinCovey is the world leader in leadership development and cultural transformation with life-changing & timeless contents and impactful way of learning.

With the mission "We Enable Greatness in People and Organizations Everywhere", FranklinCovey has been helping organizations develop exceptional leaders and winning cultures through training, consulting, and coaching. We are serving clients in more than 160 countries, including 75% of The Fortune 500.

FranklinCovey Vietnam (a member of PACE) is the exclusive partner in providing FranklinCovey's solutions for enterprises in Vietnam.

Our vision is to profoundly impact the way **billions of people** throughout the world live, **work, and achieve** their own great purposes.

OUR SIGNATURE SOLUTIONS

The solutions are built on universal values and principles, helping leaders at all levels develop leadership capabilities and transform their own cultures.

- The 7 Habits of Highly Effective People
- Leading at the Speed of Trust
- The 4 Essential Roles of Leadership — Transforms Good Leaders into Great Leaders
- 6 Critical Practices for Leading a Team
- Liz Wiseman's Multipliers — How the Best Leaders Ignite Everyone's Intelligence
- Inclusive Leadership
- Change — Leading People Through Change
- The 5 Choices to extraordinary productivity
- Project Management for the Unofficial Project Manager
- Leading Customer Loyalty
- Unconscious Bias
- The 4 Disciplines of Execution

DEVELOP YOUR LEADERS	BUILD A WINNING CULTURE	CREATE BREAKTHROUGH RESULTS

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