

Title: The TMI (Ten Minute Interview)

An employee engagement initiative – keeping your finger on the pulse of your organization through effective face-to-face communication

Duration: 1 full day – plus phone coaching, staff evaluation workshops, and refresher workshop

Target Audience: Managers and supervisors at every level of the organization

Summary:

Based on the best-selling book, The TMI, this simple technique will transform your organization by successfully eliminating toxic behavior, engendering nourishing behavior, and creating a positive working environment. This workshop will give managers the essential knowledge and understanding of how face-to-face effective communication is the fundamental foundation required to develop trust and synergy. In today's volatile economy, successful employee retention can only be achieved through effective engagement. Those who are not engaged will eventually leave your organization. Learning the structured process of how to conduct this monthly TMI consistently and regularly will have a powerful impact on the morale, performance and productivity of your organization.

Learning Objectives

- To understand the power of coaching – bringing out the best in your employees through COACH
- Learn the essentials of effective communication – confirming that *meaning* has been exchanged
- How to build trust and strengthen relationships – it's not all about performance and production
- Explore the structured process of the TMI – more than just a casual conversation
- How to give and receive constructive feedback effectively – the breakfast of champions
- How to deal with workplace issues – following through with action
- How to manage expectations effectively
- To understand Generation Y – aspirations, expectations and work ethic
- Getting to the heart of your organization – its people
- Role-playing to get hands on experience in conducting the TMI
- How to use the TMI to keep your finger on the pulse of your organization
- Get to know your people on a rational, emotional and motivational level
- Become more effective as a manager



