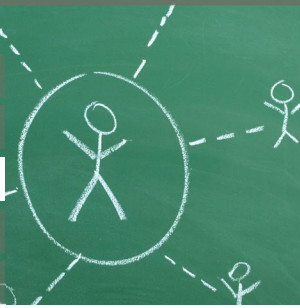




MVP BUSINESS SOLUTIONS

- Administration
- Production
- Leadership**
- Sales and Marketing
- Financial Management



Leadership Development Series Level 1

YOU CAN'T DO IT ALONE!

Managing and Leading Others Effectively is Critical to Getting the Best Results

Getting the best results from your team members takes management and leadership skills. Unfortunately, most managers become managers because they are the best at what they do or have done as an individual (tech, estimator, any job title as an individual contributor) ... before they've always just been responsible for their own performance or they're responsible for a team, but they are not getting the results they want or need ... because they're trying to apply what worked for them to others.... Not everyone is the same and leaders need to learn the skills, characteristics and attributes that will help them move others to the best results possible. Leaders and managers are developed, not born.

WHO SHOULD ATTEND Leaders, Managers, Team Leaders, and anyone who is responsible for leading and managing others.

COURSE OBJECTIVE To assist leaders to develop strong leadership skills needed to drive organizational results and change.

COURSE LENGTH 2-day course

CLASS SIZE 10 minimum, 20 maximum

- TOPICS COVERED**
- Self assessment
 - Improving critical communication skills
 - Understanding the 4 personality styles
 - Morale and motivation, accomplishing your goals through others
 - 4-Step method for effective handling of problems with people
 - Foundations for building good relations
 - Coaching, how and when to apply coaching versus training
 - Change, the 3-types of change and how to introduce it and lead it

MINIMUM REQUIREMENTS Any PPG customer is eligible to attend any MVP Business Development Series course

Participants will receive a training manual, handouts, lunch, refreshments and a certificate of completion.

Leadership Courses

Leveraging the Role of Collision Center Managers, Supervisors and Team Leaders

Success of any collision center, now and in the future requires new thinking, new processes and a work culture devoted to continuous process improvement. Most critical are the leadership skills of managers, supervisors and team leaders, and their ability to implement and sustain continuous improvement throughout the organization.

MVP Business Development Series

Key success factors for performance-driven businesses

Grouped in 5 functional areas

The key to success of these courses involves incorporating the real-world expertise of MVP Certified Instructors, along with practical and relevant business curriculum. As a result, PPG offers hundreds of courses each year at state-of-the-art PPG Business Development Centers across North America.

We invite you to explore more on how these exciting programs can improve your performance and profitability in an increasingly competitive marketplace. The collision industry's most comprehensive set of business courses can be found grouped into five functional areas within the Business Courses page on the PPG MVP website at: www.ppgmvp.com

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