

**Leading People Café Overview**

The Leading People Café is a short blended learning experience oriented around the concepts and skills found in the Harvard ManageMentor Leading People topic. The Leading People topic will help managers:

* Define their purpose, vision, and values
* Improve their emotional intelligence
* Build trust in their leadership
* Engage and motivate employees
* Lead with a global mindset

The learning experience has three components:

*60 to 90 minutes 60 minutes Ongoing*

Part 1: Pre-work (self-paced, individual)

Before the live Café session, participants are expected to complete the following assignments:

* Review the following online lessons from the Harvard ManageMentor Leading People topic:
  + Leadership Myths
  + Define Yourself as a Leader
  + Cultivate Emotional Intelligence
  + Build Trust
  + Engage Others
  + Adopt a Global Mindset
* Complete the online assessment from the Harvard ManageMentor Leading People topic
* Complete the practice activity “Assess Your Emotional Intelligence” from the Harvard ManageMentor Leading People topic
* Complete the practice activity “Assess Your Trustworthiness” from the Harvard ManageMentor Leading People topic
* Complete the practice activity “Tap into Internal Motivation” from the Harvard ManageMentor Leading People topic

Part 2: Café session (live, group)

The Café session represents the core element of the learning experience. The session provides an opportunity for managers to:

* Exchange ideas and questions with others
* Discuss the context of how concepts and skills apply in the workplace
* Practice and begin application of those concepts and skills
* Build momentum and support for applying the concepts and skills in the workplace

The Café session focuses specifically on the following concepts and tasks from the Leading People topic:

* Understand emotional intelligence
* Increase your emotional intelligence
* Earn people’s trust
* Regain trust after it has been broken
* Motivate problem employees
* Inspire and engage your team

Facilitating the Café session as outlined should take approximately 60 minutes. If the facilitator prefers a shorter session or wishes to spend more time on a specific concept or activity, he or she may want to cover only those concepts and activities that are most relevant to the group.

| SECTION | ACTIVITY | TIME |
| --- | --- | --- |
| **Introduction** | Show icebreaker question while participants are arriving to the session (PICTURE A GREAT LEADER YOU KNOW. WHY DO PEOPLE FOLLOW THEM?)  Introduce facilitators.  Review tips for using technology during the session.  Set context: In today’s complex and ever-changing business environment, leadership matters more than ever. To be successful, leaders must know how to exercise emotional intelligence, earn people’s trust, and keep team members engaged and motivated.  Debrief icebreaker question.  Review session objectives. | 8 minutes |
| **Skill focus: Increase your emotional intelligence** | Debrief practice activity from the online Harvard ManageMentor Leading People topic: Assess your emotional intelligence. Participants:   * + Individually reflect on their scores and the accompanying recommendations   + Share areas of strengths and areas they might work to improve   Review five-step process for increasing emotional intelligence.  Facilitate reflection activity. Participants:   * + Individually reflect on what their learning plan might entail | 18 minutes |
| **Skill focus: Earn people’s trust** | Facilitate practice activity: Complete a “What would you do?” scenario about rebuilding trust. Participants:   * + Share perspectives on what actions leaders should take once trust is broken, and why   + Discuss examples of actions leaders have taken to regain trust   Debrief practice activity from the online Harvard ManageMentor Leading People topic: Assess your trustworthiness. Participants:   * + Discuss what leaders do on a daily basis to build trust   + Review the two components of trust: competence and character   + Review the practice activity and identify actions they plan to take to help build their trustworthiness | 19 minutes |
| **Skill focus: Engage and motivate employees** | Debrief practice activity from the online Harvard ManageMentor Leading People topic: Tap into internal motivation. Participants:   * + Review the practice activity and identify actions they plan to take to help motivate employees   Facilitate practice activity: Complete a “What would you do?” scenario about motivating a problem employee. Participants:   * + Discuss suggested next steps and reiterate the importance of considering each employee individually | 11 minutes |
| **Applying what you’ve learned** | Review session objectives and skill areas discussed.  Review directions for completing the On-the-Job section of the online Harvard ManageMentor topic, including the action plan.  Close the session. | 4 minutes |

Part 3: Application (self-paced, individual)

After the live Café session, participants are expected to complete the following assignments:

* Complete the online On-the-Job section in the Harvard ManageMentor Leading People topic. The section provides learners with an opportunity to choose a skill to focus on and create an action plan for applying and developing the skill. Note: if your organization does not include the On-the-Job section in your configuration of Harvard ManageMentor, then ask participants to think of two things they can do over the next 90 days to further apply and develop their skills in this area.
* Execute their action plan over a specified timeframe (e.g., 60 or 90 days).
* After the specified timeframe (e.g., 60 or 90 days), access the online On-the-Job section in the Harvard ManageMentor Leading People topic to update the action plan and reflect on the experience.