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## The 6 Critical Practices for Leading a Team

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First-level leaders make a significant impact on every metric in a business: employee productivity and engagement, customer satisfaction and loyalty, innovation and financial performance. They are the creators and carriers of culture for their teams and significantly influence whether top talent stays or leaves. They are frequently responsible for the quality of the customer experience. First-level leaders and their teams are the biggest source of product and process innovation.

The role of the first-level leader has always been tough and today's realities make the role even more difficult. People skills typically account for 80 percent of success in this role, yet many people are promoted because of their technical capabilities. Both new and experienced first-level leaders can struggle with leading teams in today's workplace.

***"The 6 Critical Practices For Leading a Team"* is a program that is ideal for new first-level leaders as well as leaders who have been in their roles for some time** and are looking for practical, relevant guidance and resources to help them excel in this tough and demanding role in order to effectively lead and manage their teams.

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