

The Missouri Way Training Series: Advanced Teams/ Lead Others

Description

Advanced Teams/ Lead Others is designed to provide you tools, techniques, and tips to improve your communications. You will be able to access supplemental resources to help you enhance your communications with others. Additionally, you will learn how to coach your teams, create customer journey maps, and conduct after action reviews. (12h 37m)

Key Topics: how to have great conversations, communication cycle, listening, tips for great feedback conversations, trust, coaching, accountability, customer journey maps, after action reviews

Learning Path Flow

The Advanced Teams/ Lead Others learning path is a series of videos designed to be taken in order. Many videos have supplemental resources available for download that accompany them like templates, frameworks, related MO Learning courses, etc. These resources are designed to help you expand and apply what you have learned.

Learning Path Sections

Click on the links below to go directly to the corresponding video. Use this link to go to the [Advanced Teams/ Lead Others](#) learning path.

1. [General “Great Conversations” Introduction](#)
2. [Communication Cycle](#)
3. [Listening](#)
4. [Tips for a Great Feedback Conversation](#)
5. [Earning Trust](#)
6. [Coaching & Development of Team Members](#)
7. [Establishing a Norm of Accountability](#)
8. [Customer Journey Mapping](#)
9. [After Action Reviews](#)
10. [Series Summary](#)

