



## Leader Effectiveness Training (L.E.T.)™

Leaders know that it takes more than technical ability and business savvy to be successful in today's business environment. The ability to communicate and deal with arising conflicts effectively is equally if not more important.

Gordon Training International offers leaders the proven communication and conflict resolution skills that are the basis of effective work relationships.

**Leader Effectiveness Training (L.E.T.)** teaches leaders Dr. Thomas Gordon's world-renowned model of human relationships. Participants learn both the basic philosophy underlying this model and, more importantly, use our Behavior Window™ to recognize when and how to use the skills to make it work.

### Client Evaluations of L.E.T.

*"The skill-building aspect is what continues to sell me on L.E.T. The chance that leaders will make the changes in the way they communicate is higher with L.E.T. than with anything else on the market."*

— H. Levine

Vice President, Business Consulting  
and Organizational Development  
Merck & Co.

*"At W. L. Gore & Associates, Inc., this workshop has been part of our global core education for years. I believe that the exposure to and reinforcement of these behaviors has contributed to the success of our unique corporate culture and to our business success. I am excited to be a part of the global team that has the honor to facilitate discussions that convey these skills."*

— G. Townsend

Human Resources Associate  
W. L. Gore & Associates, Inc.

### What You Will Learn

The four basic relationship skills every leader needs are:

1. The ability to establish and maintain open communication with team members and co-workers.
2. The ability to listen with empathy so that others feel understood.
3. The ability to express his/her feelings and concerns clearly and honestly without blame.
4. The ability to resolve conflicts in such a way that no one loses.

### How You and Your Company Will Benefit

- Less absenteeism and turnover because people enjoy coming to work more.
- Increased productivity because team members are more motivated and committed when they are encouraged to participate. (The Principle of Participation)
- Reduced stress because problems and conflicts are faced and solved instead of ignored, avoided or badly handled.
- Higher creativity, better decisions, more flexibility and resilience because people work in teams more effectively.
- Less time spent overcoming resistance, refereeing squabbles and overseeing people, freeing up time for thinking, planning and *truly* leading.

### Workshop Description

All L.E.T. workshops are led by specially trained and authorized L.E.T. Trainers. Throughout the three-day intensive program, leaders will participate in skill-building through role-plays, one-on-one coaching, small group discussions and feedback, and specially-designed workbook exercises.

### Follow-Up

Gordon Training International offers follow-up programs which are designed to reinforce, troubleshoot, encourage and support leaders' attempts to put these skills to work.

### Contact Us

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