



THE EPITOME OF LEADERSHIP

Leaders are operating in an ever-changing environment and regularly face new challenges. To be successful on both a personal and an organizational level, they need new skills and competencies to meet these challenges.

The outlined training sessions will equip leaders at all levels with the day-to-day interpersonal skills for leading individuals or groups, creating and maintaining a high-performance workplace environment.

Course: **Understanding Behavior Styles**

General Description: Developing the ability to work effectively with others is one of the most important skills people can learn. Successful relationships are crucial both to personal satisfaction and to effective work performance. Yet, most workplace challenges are a result of interpersonal conflict. Understanding why people behave the way they do is the key to building stronger teams.

Working well with others begins with understanding your own behavior style and theirs. Using the “As I See Myself” behavior style profile published by the Effectiveness Institute, participants will increase their knowledge about their own natural strengths, preferences, and blind spots. They will also learn about others’ styles and why conflicts and misunderstandings often occur. Most importantly, participants will learn how to flex their behavior to meet the style needs of others in order to achieve win-win results.

Learning Objectives:

At the close of this program, participants will be able to...

- Understand the benefits to learning behavior styles
- Determine their own behavior style and how it effects their decision making
- Recognize the behavior styles of those around them
- Effectively develop practices for communicating with various behavior styles

4.0 Hrs.

Course: **Essentials of Leadership – Part I**

General Description: This customized certificate program will provide innovative skills and techniques for leaders to lead more effectively in the face of today's fundamental challenges. Employees look to their leaders for guidance, therefore the following modules will provide new possibilities for leaders to inspire, motivate and influence others into action.

Learning Objectives: At the close of this program, participants will be able to...

- Discover and understand the 7 Leadership Imperatives for meeting today's workplace challenges
 - 1. Coach and Develop for Results**
 - 2. Drive Performance**
 - 3. Inspire Loyalty and Trust**
 - 4. Manage Work**
 - 5. Partner Within and Across Teams**
 - 6. Influence Through Personal Power**
 - 7. Select Talent**
- Realize their critical role as a catalyst—a leader who inspires others to act!
- Multiply their effectiveness by motivating their team and helping people to be more effective
- Help people enhance their performance by providing them with effective feedback
- Create an environment in which team members are moved to strive harder, reaching peak performance

4.0 Hrs.

Essentials of Leadership – Part II

General Description: For a team to achieve peak performance, its members must involve, support, and trust one another. And they must share information and commit to a process that will lead to success. Essentials of Leadership - Part II, will focus on techniques for enhancing team effectiveness and maximizing performance, generating a positive impact on the organization.

Learning Objectives:

- Best practices for optimal results
- Achieving organizational and team goals
- Delegating for results

4 Hrs.

Course: **Conflict to Collaboration**

General Description: The differences people bring to the workplace can promote tremendous creativity and innovation. Those same differences also can contribute to misunderstandings, which can lead to discord and, if left unresolved, dispute. Individual performers need to know how to effectively navigate beyond conflict to prevent damage from occurring.

Learning Objectives:

- Learn how to reduce the cost of conflict to them and their organization
- Minimize or prevent conflict by promoting a culture of trust, mutual respect, and collaboration
- Remove roadblocks to proactively taking action when the warning signs of conflict occur
- Successfully plan and conduct conflict resolution discussions

4 Hrs.

Course: **Retaining Top Talent**

General Description: As competition and globalization impact the need for qualified people, the ability to attract and retain talent is increasingly challenging. This course presents new challenges and outlines how leaders can plan for and guide employee development, while creating a motivating environment of trust and growth that engages employees to pursue organizational goals.

Learning Objectives:

- Understand the business impact of turnover on the organization, the work group, and the leader
- Recognize the leader's critical role in retaining organization talent
- Identify the interest and expectations that have the strongest effect on a person's desire to stay in or leave a position
- Use probing skills and the interaction process—to identify and address sources of dissatisfaction
- Develop solutions to address retention issues for individuals and the work group

4 Hrs.

Course: **Driving Change**

General Description: Leaders learn how to introduce a change initiative and lead discussions with employees to explore how best to implement the changes. They also learn to help others overcome their resistance to change. These skills enhance a leader's ability to minimize the potentially negative effects of change on morale, processes and productivity.

Learning Objectives: At the close of this program, participants will be able to...

- Effectively introduce change, explore change, and overcome people's resistance to change
- Minimize the negative impact, on individuals, work groups and the organization, of not adapting to change
- Sustain an environment that embraces change and celebrates successes

4 Hrs.

Course: **Communicating with Confidence and Impact**

General Description: Many organizations focus on technical skills as all-important to success in the workplace. Yet strong interpersonal skills are equal essentials in transforming individual contributors into exceptional performers who have a greater impact in their roles. This foundational course provides individuals with a powerful set of interaction skills that enable them to communicate more effectively with colleagues and customers and in the process, build trust, strengthen partnerships and achieve desired results.

Learning Objectives: Helps Individuals...

- Recognize the impact they can have on their success and the success of others by enhancing interpersonal relationships in the workplace
- Relate to colleagues and customers in a way that meets their personal needs while also meeting the practical need of accomplishing objectives
- Use a set of interaction process skills that enable them to conduct more successful discussions that achieve results
- Use a technique for providing specific, meaningful feedback that helps people improve their performance and increase productivity
- Learn ways to establish rapport for developing and maintaining a workplace network
- Recognize the benefits of networking to secure the help and involvement of other departments to accomplish your tasks

4 Hrs.

Course: **Coaching for Success and Improvement**

Course Description: This course will prepare leaders to be able to address challenging situations with immediate success. Leaders will also acquire the skills necessary to enhance a team member's performance by means of a step-by-step process for addressing unacceptable performance and/or poor work habits.

Learning Objectives: Will help leaders to...

Coaching for Success:

- Expand the capabilities of your work group to give your organization a competitive edge
- Delegate with confidence in your work group's ability to assume new responsibilities
- Spend less time reacting to problems because you have prepared your work group to succeed

Coaching for Improvement:

- Keep performance and work habit problems from growing unmanageable
- Build a work group that is committed to effective performance
- Foster morale and productivity by addressing performance and work habit issues in a firm, fair, and consistent manner

4 Hrs.