

Inspirational Leadership™ Series

Training | Keynote



This highly participative, leader-centered curriculum provides a solid, consistent set of essential skills to engage and inspire today's workforce, while managing a culture for Service Excellence. Each training module is four hours of instructor-led education along with pre-work and assignments to transfer the application of the knowledge to their immediate position. This certification will develop and enhance the effectiveness of both new and experienced leaders while strengthening the overall leadership team.

Objectives

See each module description.

Format

These interactive modules use experiential learning techniques such as self-assessments, large and small group discussions, videos, role plays and assignments.

Ideal Size

Overview: No limit

Series: Up to 35 participants

Length

Seven modules each 3-4-hours conducted over three days or six half-days. Can also purchase modules individually.

Target Audience

Managers, supervisors, department heads, anyone in a leadership role or aspiring leaders

Typical Uses

Leadership development, team building

Material Options

See each module description

1. Leadership Styles: Understanding Yours and Others

Using the *Everything DiSC® Work of Leaders Profile*, this program helps people better understand themselves and appreciate the similarities and difference of other people. This assessment will develop a common language for describing:

- Your personal behavior style
- The DiSC Dimensions of Behavior
- People compatibility
- Relationship strategies

Participant Materials:

- *Everything DiSC® Work of Leaders Profile*
- Personality Styles mouse pad and handouts

2. Interviewing to Find the RIGHT People, the RIGHT Way

- Prepare properly for an interview
- Write and use behavior-based interviewing questions
- Obtain valuable information from candidates, résumés, and references
- Understand your legal responsibilities
- Video: More Than a Gut Feeling
- Practice conducting an interview
- Select the "best match" for the job

Participant Material:

- More Than a Gut Feeling and handouts

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3. Engaging Today's Employees

- Understand what employees want/expect from their employers and vice versa
- Video: "I Wish My Manager Would Just..."
- Learn why people accept positions and why they leave the same positions
- Discover the consequences for not retaining employees and rewards for retaining them
- Utilize 10 job factors to rank their importance to your employees
- Develop over 50 specific job retention strategies

Participant Material:

- Handouts

4. Taking Time to Manage Your Time

Using the Time Mastery Profile®, this program provides people with practical tools and techniques for getting more done with less stress, strategies to improve your use of:

- Attitudes
- Interruptions
- Goals
- Meetings
- Priorities
- Paperwork
- Analyzing
- Delegation
- Planning
- Procrastination
- Scheduling
- Time teamwork

Participant Material:

- Time Mastery Profile®
- Handouts

5. Bad Apples: Coaching Difficult People & Attitudes

- Recognize and describe the characteristics of bad attitudes
- Understand how negativity impacts relationships and performance
- Video: *ATTITUDE: Resolving Difficult Situations in the Workplace*, utilize a 5-step process for dealing with difficult people
- Identify the reason(s) for someone's poor performance

- Develop potential solutions for resolving a challenging relationship
- Regain your positive attitude about the other person or situation

Participant Material:

- *Attitude: The Choice is Yours* book
- Handouts

6. Managing Employee Performance

- Learn how to listen so others will talk to you
- Understand the things to do before, during, and after a successful meeting
- Utilize strategies and techniques for stimulating discussion and controlling difficult participants
- Guidelines for giving positive and corrective feedback
- Understand the ABC's of documentation

Participant Material:

- PPT Disk
- Certificate
- Handouts

7. Me to We: Your Impact on a Team

The Five Behaviors™: Personal Development profile, helps individuals better understand and internalize the principles of The Five Behaviors of a Cohesive Team model:

- **Trusts** one another
- Engages in **conflict** around ideas
- **Commits** to decisions
- Holds one another **accountable**
- Focuses on achieving collective **results**

Participant Material:

- *The Five Behaviors™: Personal Development* profile
- *The Five Dysfunctions of a Team* book, by Patrick Lencioni
- Handouts