

# Leadership Curriculum

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## Front Line and Aspiring Leaders

Listen: Develop better relationships and make more informed decisions

Confront: Navigate challenging conversations

Recognize & Celebrate: Appreciate your people and drive engagement

Set Goals: Measure what matters and align your team

DISC Assessment: Increase self-awareness and build stronger connections with others

Feedback: How to deliver powerful and effective feedback while managing conflict

Lead Meetings: In-Person or virtual, how to make time with your team more effective

Lead Projects: Set the scope and encourage others

## Middle Managers

Trust: Build resilient and high performing teams

Decision Making: How to decide when everything is important and urgent

Effective Teams: Utilize the science behind why some teams outperform others

Change Management: Effectively lead people through uncertainty

Coaching: Increase your team's leadership and problem solving capacity

Accountability: How care for people and inspire them to do more

## Senior Leadership

Emotional Intelligence 1: What is it? Why does it matter? How do you develop it?

Strategic Planning: Deploy your strategic plan to gain engagement at all levels

Authenticity: Ground and align your leadership with personal values

Emotional Intelligence 2: Make decisions and engage others

Organizational Communication: Engage, inform and inspire your organization

Define Your Organization's Purpose: Engage your team in what matters most

Change Derailers: Discover the roadblocks to personal and organizational change

Culture: Why it matters and how to build one that performs

While executives overwhelmingly agree that leadership development of their new and recently promoted managers is critical to future success, almost 60% of front line managers never receive training for their first leadership role. Compounding this challenge? We often promote the best "do-er" in our organizations without telling them their job as a leader has fundamentally changed.

Provide foundational skills to your newly promoted, your front line and your aspiring leaders, preparing them to lead others, navigate change and manage conflict.

Middle managers are often caught between two critical functions: 1. interpreting and implementing strategy and, 2. caring for the front line. This requires an ability to think strategically, make a myriad of decisions, coach others and build teams rooted in trust and accountability. Successful leaders balance efficient execution with investing time in the development of their teams.

Charged with setting direction, building culture and leading people, senior executives must balance the needs of the business with investing in people.

Our coursework is designed to increase leadership capability by allowing participants to reflect on current, real-life challenges and apply relevant thinking to solve critical issues.

# Topical Tracks

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## Diversity, Equity and Inclusion

Include 1 – Rethink Diversity in the Workplace (Part 1)

Include 2 – Rethink Diversity in the Workplace (Part 2)

Listen: Develop better relationships and make more informed decisions

Trust: Build resilient and high performing teams

## Customer Service

Create a culture of service

Implement a service cycle internally and externally

Increase customer trust

Four types of customer loyalty and how to build each one

Acquire customers - inbound vs. outbound

Gather the voice of your customer

## Continuous Improvement

Mindset and philosophy

Implementing Plan, Do, Check and Adjust

Decision Making Tools

How to Improve any Process

Visual Measurement and Engaging your Team

Increase Customer Trust

Organizations with inclusive cultures are eight times more likely to achieve their goals and have better decision-making within teams. However, according to the Society for Human Resource Managers (SHRM), hiring a diverse workforce doesn't automatically translate into having an inclusive culture. It's something that needs to be built intentionally. Building an inclusive work environment requires a focus on mindset and behaviors.

Your customer experience will never exceed your employee experience. Proof? Think of a company you consider to have excellent customer service. Chances are, they are also known for a strong culture. Build both by deploying leadership training alongside dedicated customer service skills that focus on both the internal and external customer.

According to Inc. Magazine, 75 percent of what builds a great culture is not the perks or even who you have at the top – it's the way you've designed your systems and processes. Continuous Improvement is essential from both a business and culture perspective. Systematize listening to people and remove frustration in the workplace to realize gains in efficiency and productivity.

"The Include session was extremely enlightening. I actually cannot find the words to describe its impact on me and how I view the world. I've certainly become more aware of my role in this and the choices I make. It's given me further insight to diversity and inclusion that I am now able to share with the leadership team as we continue to strengthen our leadership journey."