

Leadership Curriculum

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

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

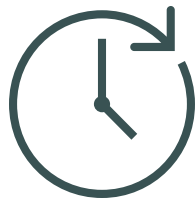
Visual Measurement and Engaging your Team

Increase Customer Trust

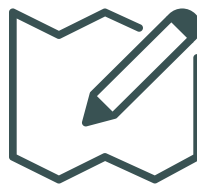
Organizations with inclusive cultures are eight times more likely to achieve their goals and have better decision-making within teams. However, according to the Society for Human Resource Managers (SHRM), hiring a diverse workforce doesn't automatically translate into having an inclusive culture. It's 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.



- 30 Minute Practice Sessions
- 60 Minute Courses
- 90 Minute Intensives



- Sustainment Activities
- Learning Guides
- Practical Tools



- Live Instruction
- On Demand Recordings
- Interactive Format

2020 Calendar

FL: Front Line and Aspiring Leaders
MM: Middle Managers
SL: Senior Leaders

DEI: Diversity, Equity & Inclusion
CI: Continuous Improvement
CS: Customer Service

Date	Day	Time	Length	Topic	Course Title
8/3	Monday	10:00 AM CDT / 5:00 PM GMT +2	1:30	SL	Authenticity: Ground and align your leadership with personal values
8/5	Wednesday	10:00 AM CDT / 5:00 PM GMT +2	1:00	MM, SL	Effective Teams: Utilize the science behind why some teams outperform others
8/6	Thursday	8:00 AM CDT / 3:00 PM GMT +2	0:30	FL, MM, SL	Recognition and Celebration: Appreciate your people and drive engagement
8/14	Friday	4:00 AM CDT / 11:00 AM GMT +2	1:30	CS	Serve: Internal and external, create a culture of service
8/17	Monday	10:00 AM CDT / 5:00 PM GMT +2	1:00	SL	Emotional Intelligence 2: Make Decisions and Engage Others
8/18	Tuesday	4:00 AM CDT / 11:00 AM GMT +2	1:00	MM, SL	Effective Teams: Utilize the science behind why some teams outperform others
8/18	Tuesday	1:00 PM CDT / 8:00 PM GMT+2	1:00	SL	Organizational Communication: Engage, inform and inspire your organization
8/20	Thursday	8:00 AM CDT / 3:00 PM GMT +2	0:30	FL, MM, SL	Goal Setting: Measure what matters and align your team
8/24	Monday	1:00 PM CDT / 8:00 PM GMT +2	1:00	CI	Iterate: How to implement Plan, Do, Check and Adjust
8/26	Wednesday	8:00 AM CDT / 3:00 PM GMT +2	1:30	FL, MM, SL	DISC Assessment: Increase self-awareness and build stronger connections with others
8/31	Monday	10:00 AM CDT / 5:00 PM GMT +2	1:00	FL, MM, SL	Feedback: How to deliver powerful and effective feedback while managing conflict
9/1	Tuesday	4:00 AM CDT / 11:00 AM GMT +2	1:00	FL, MM, SL	Feedback: How to deliver powerful and effective feedback while managing conflict
9/1	Tuesday	1:00 PM CDT / 8:00 PM GMT +2	1:30	MM, SL	Change Management: Effectively lead people through uncertainty
9/2	Wednesday	10:00 AM CDT / 5:00 PM GMT +2	1:30	SL	Define Your Organization's Purpose: Engage your team in what matters most
9/4	Friday	4:00 AM CDT / 11:00 AM GMT +2	1.30	MM, SL	Change Management: Effectively lead people through uncertainty
9/15	Tuesday	10:00 AM CDT / 5:00 PM GMT +2	1:00	FL, MM, SL	Effective Meetings: In-Person or virtual, how to make time with your team more effective
9/16	Wednesday	4:00 AM CDT / 11:00 AM GMT +2	1:00	FL, MM, SL	Effective Meetings: In-Person or virtual, how to make time with your team more effective

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Date	Day	Time	Length	Topic	Course Title
9/16	Wednesday	1:00 PM CDT / 8:00 PM GMT +2	1:00	MM, SL	Coaching: Increase your team's leadership and problem solving capacity
9/17	Thursday	10:00 AM CDT / 5:00 PM GMT +2	1:00	SL	Change Derailers: Discover the roadblocks to personal and organizational change
9/18	Friday	4:00 AM CDT / 11:00 AM GMT +2	1:00	MM, SL	Coaching: Increase your team's leadership and problem solving capacity
9/21	Monday	9:00 AM CDT / 4:00 PM GMT +2	1:00	CI	Root Cause: Decision making tools that ensure you solve the right problem
9/25	Friday	10:00 AM CDT / 5:00 PM GMT +2	1:30	CS	Deliver: Implementing a service cycle internally and externally
9/28	Monday	10:00 AM CDT / 5:00 PM GMT +2	1:00	SL	Culture: Why it matters and how to build one that performs
9/30	Wednesday	1:00 PM CDT / 8:00 PM GMT +2	1:00	FL, MM, SL	Projects: Set the scope and encourage others
10/1	Thursday	4:00 AM CDT / 11:00 AM GMT +2	1:00	FL, MM, SL	Projects: Set the scope and encourage others
10/1	Thursday	10:00 AM CDT / 5:00 PM GMT +2	1:30	MM, SL	Accountability: How to care for people and inspire them to do more
10/5	Monday	1:00 PM CDT / 8:00 PM GMT +2	1:00	FL, MM, SL	Listen: Develop better relationships and make more informed decisions
10/6	Tuesday	4:00 AM CDT / 11:00 AM GMT +2	1:30	CS	Deliver: Implementing a service cycle internally and externally.
10/6	Tuesday	10:00 AM CDT / 5:00 PM GMT +2	1:00	MM, SL	Trust: Build resilient and high performing teams
10/7	Wednesday	1:00 PM CDT / 8:00 PM GMT +2	1:00	SL	Emotional Intelligence 1: What is it? Why does it matter? How do you develop it?
10/9	Friday	4:00 AM CDT / 11:00 AM GMT +2	1:30	MM, SL	Accountability: How to care for people and inspire them to do more
10/13	Tuesday	4:00 AM CDT / 11:00 AM GMT +2	1:00	FL, MM, SL	Listen: Develop better relationships and make more informed decisions
10/16	Friday	4:00 AM CDT / 11:00 AM GMT +2	1:00	MM, SL	Trust: Build resilient and high performing teams
10/16	Friday	10:00 AM CDT / 5:00 PM GMT +2	1:00	MM, SL	Presentation Skills: Make your point and inspire others
10/20	Tuesday	1:00 PM CDT / 8:00 PM GMT +2	1:30	FL, MM, SL	Confrontation: Navigate challenging conversations
10/21	Wednesday	4:00 AM CDT / 11:00 AM GMT +2	1:00	MM, SL	Presentation Skills: Make your point and inspire others

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Date	Day	Time	Length	Topic	Course Title
10/21	Wednesday	10:00 AM CDT / 5:00 PM GMT +2	1:00	MM, SL	Decision Making: How to decide when everything is important and urgent
10/22	Thursday	4:00 AM CDT / 11:00 AM GMT +2	1:30	FL, MM, SL	Confrontation: Navigate challenging conversations
10/22	Thursday	1:00 PM CDT / 8:00 PM GMT +2	1:30	SL	Strategic Planning: Deploy your strategic plan to gain engagement at all levels
10/26	Monday	10:00 AM CDT / 5:00 PM GMT +2	1:00	CI	Deliver Value: How to improve any process
10/27	Tuesday	4:00 AM CDT / 11:00 AM GMT +2	1:00	MM, SL	Decision Making: How to decide when everything is important and urgent
10/29	Thursday	10:00 AM CDT / 5:00 PM GMT +2	1:30	CS	Serve: Internal and external, build a culture of service
11/2	Monday	8:00 AM CST / 4:00 PM GMT +2	1:30	SL	Authenticity: Ground and align your leadership with personal values
11/3	Tuesday	3:00 AM CST / 11:00 AM GMT +2	1:30	CS	Serve: Internal and external, build a culture of service
11/4	Wednesday	10:00 AM CST / 6:00 PM GMT +2	0:30	FL, MM, SL	Recognition and Celebration: Appreciate your people and drive engagement
11/5	Thursday	1:00 PM CST / 9:00 PM GMT +2	1:00	MM, SL	Effective Teams: Utilize the science behind why some teams outperform others
11/9	Monday	8:30 AM CST / 4:30 PM GMT +2	4:00	DEI	Include: Rethink Diversity in the Workplace
11/10	Tuesday	3:00 AM CST / 11:00 AM GMT +2	0:30	FL, MM, SL	Recognition and Celebration: Appreciate your people and drive engagement
11/11	Wednesday	1:00 PM CST / 9:00 PM GMT +2	1:30	FL, MM, SL	DISC Assessment: Increase self-awareness and build stronger connections with others
11/12	Thursday	3:00 AM CST / 11:00 AM GMT +2	1:00	MM, SL	Effective Teams: Utilize the science behind why some teams outperform others
11/16	Monday	1:00 PM CST / 9:00 PM GMT +2	1:00	SL	Emotional Intelligence 2: Make Decisions and Engage Others
11/17	Tuesday	10:00 AM CST / 6:00 PM GMT +2	1:00	SL	Organizational Communication: Engage, inform and inspire your organization
11/19	Thursday	1:00 PM CST / 9:00 PM GMT +2	0:30	FL, MM, SL	Goal Setting: Measure what matters and align your team
11/20	Friday	3:00 AM CST / 11:00 AM GMT +2	1:30	FL, MM, SL	DISC Assessment: Increase self-awareness and build stronger connections with others
11/23	Monday	8:30 AM CST / 4:30 PM GMT +2	1:00	CI	Engage: Visual metrics and how to inspire your team

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Date	Day	Time	Length	Topic	Course Title
11/24	Tuesday	1:00 AM CST / 6:00 PM GMT +2	1:00	FL, MM, SL	Resiliency: Recover faster, recharge and build skills to navigate stress
11/25	Wednesday	4:00 AM CST / 12:00 PM GMT +2	0:30	FL, MM, SL	Goal Setting: Measure what matters and align your team
11/27	Friday	3:00 AM CST / 11:00 AM GMT +2	1:00	FL, MM, SL	Resiliency: Recover faster, recharge and build skills to navigate stress
11/30	Monday	1:00 PM CST / 9:00 PM GMT +2	1:00	FL, MM, SL	Feedback: How to deliver powerful and effective feedback while managing conflict
12/1	Tuesday	3:00 AM CST / 11:00 AM GMT +2	1:00	FL, MM, SL	Feedback: How to deliver powerful and effective feedback while managing conflict
12/2	Wednesday	1:00 PM CST / 9:00 PM GMT +2	1:30	SL	Define Your Organization's Purpose: Engage your team in what matters most
12/3	Thursday	8:00 AM CST / 4:00 PM GMT +2	1:30	MM, SL	Change Management: Effectively lead people through uncertainty
12/7	Monday	1:00 PM CST / 9:00 PM GMT +2	1:00	SL	Culture: Why it matters and how to build one that performs
12/8	Tuesday	8:00 AM CST / 4:00 PM GMT +2	1:30	MM, SL	Accountability: How care for people and inspire them to do more
12/9	Wednesday	9:00 AM CST / 5:00 PM GMT +2	1:00	FL, MM, SL	Projects: Leading a team to do less while getting more done
12/10	Thursday	8:30 AM CST / 4:30 PM GMT +2	1:00	FL, MM, SL	Effective Meetings: In-Person or virtual, how to make time with your team more effective
12/14	Monday	9:00 AM CST / 5:00 PM GMT +2	1:00	CI	Align: Ensure organizational alignment to Increase customer trust
12/15	Tuesday	8:00 AM CST/ 4:00 PM GMT +2	1:30	CS	Deliver: Implementing a service cycle internally and externally
12/16	Wednesday	10:00 AM CST / 6:00 PM GMT +2	1:00	MM, SL	Coaching: Increase your team's leadership and problem solving capacity
12/17	Thursday	3:00 AM CST / 11:00 AM GMT +2	1:00	MM, SL	Coaching: Increase your team's leadership and problem solving capacity
12/17	Thursday	1:00 PM CST / 9:00 PM GMT +2	1:00	SL	Change Derailers: Discover the roadblocks to personal and organizational change