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| **Date** | **Program** |
| 1/11 | Leading Change at the First Level |
| 1/12 | Communication Skills for Leaders |
| 1/26 | Navigating Difficult Conversations |
| 1/27 | Leadership is Everyone’s Business |
| 2/8 | Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt |
| 2/10 | Coaching & Evaluating Performance |
| 2/16 | Assertiveness: Communicating with Impact |
| 2/17 | Going from Peer to Supervisor |
| 2/24 | Effective Decision Making |
| 3/2 | Effective Leadership in a Hybrid/Blended Environment |
| 3/8 | Time Management & Personal Productivity |
| 3/10 | Leading Change at the First Level |
| 3/15 | The Emotionally Intelligent Leader: Understanding Your EQ and Strategies for Leveraging It |
| 3/23 | Leadership is Everyone’s Business |
| 3/23-24 | Project Management I & II |
| 3/24 | Cultivating Unshakable Culture |
| 3/29 | Communication Skills for Leaders |
| 4/5 | Time Management and Professional Productivity |
| 4/6 | Maximize Your Potential at Work: Individual Lean Six Sigma |
| 4/7 | Effective Decision Making |
| 4/12 | Selling for Non-Sales People |
| 4/12 | Navigating Difficult Conversations |
| 4/14 | Digital Wellness: Thriving in the Digital Era |
| 4/19 | Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt |
| 4/21 | Going from Peer to Supervisor |
| 4/22 | Cultivating Diversity, Equity, and Inclusion in Organizations |
| 4/27 | Coaching & Evaluating Performance |
| 5/5 | Strengths-Based Leadership |
| 5/5 | Communication Skills for Leaders |
| 5/10 | Love ‘Em or Lose ‘Em: Retaining & Engaging Your Critical Talent |
| 5/11 | Effective Decision Making |
| 5/11 | Managing Conflict for Progress |
| 5/12 | Workplace Storytelling to Enhance Your Personal Brand |
| 5/18 | Career Reinvention for Women Leaders: Developing Your Personal Brand |
| 5/18 | Time Management & Personal Productivity |
| 5/19 | Navigating Difficult Conversations |
| 5/26 | Powerful Presentation Skills |
| 5/26 | Leading Change at the First Level |
| 6/2 | Communication Skills for Leaders |
| 6/9 | Leadership Essentials: Understanding Leadership & Team Development |
| 6/14 | Leading Your Employees to Great Performance: The SL II ExperienceTM |
| 6/14-15 | Project Management I & II |
| 6/16 | Leadership is Everyone’s Business |
| 6/21 | Navigating Difficult Conversations |
| 6/21-22 | Advanced Problem-Solving for Team Leaders: Lean Six Sigma Green Belt |
| 6/22 | Going from Peer to Supervisor |
| 6/28 | Essential Practices for Effectiveness & Well-Being |

**JANUARY - JUNE 2022**

**JULY - DECEMBER 2022**

|  |  |
| --- | --- |
| **Date** | **Program** |
| 7/13 | Coaching & Evaluating Performance |
| 7/15 | Time Management & Personal Productivity |
| 7/19 | Project Leadership |
| 7/20 | Advanced Project Management |
| 7/26 | Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt |
| 7/27 | Navigating Difficult Conversations |
| 8/2 | Effective Decision Making |
| 8/9 | Communication Skills for Leaders |
| 8/9 | Making a Positive Impact on Customer Relationships |
| 8/11 | Leading Change at the First Level |
| 8/23 | Cultivating Unshakable Culture |
| 8/24 | Coaching & Evaluating Performance |
| 8/25 | Leadership is Everyone’s Business |
| 9/8 | Effective Leadership in a Hybrid/Blended Environment |
| 9/8 | Effective Decision Making |
| 9/13 | The Energy Bus |
| 9/14 | The Power of Positive Leadership |
| 9/14 | Self-Leadership to Increase Work Productivity, Satisfaction, and Growth |
| 9/15 | Going from Peer to Supervisor |
| 9/15 | The Emotionally Intelligent Leader: Understanding Your EQ and Strategies for Leveraging It |
| 9/22 | Time Management & Personal Productivity |
| 9/27 | Building Trust: Increasing Impact in Working with Others |
| 9/28 | Leading Change at the First Level |
| 9/28-29 | Project Management I&II |
| 10/5 | Communication Skills for Leaders |
| 10/5 | Maximize Your Potential at Work: Individual Lean Six Sigma |
| 10/12 | The Power of Difference: Towards More Diverse, Equitable, and Inclusive Organizations |
| 10/13 | Leadership is Everyone’s Business |
| 10/18 | The Power of Purpose: Reaching Your Goals as a Woman in Leadership |
| 10/19 | Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt |
| 10/20 | Assertiveness: Communicating with Impact |
| 10/25 | Creating Your Leadership Brand and Building Professional Sustainability |
| 10/26 | Navigating Difficult Conversations |
| 11/3 | Love ‘Em or Lose ‘Em: Retaining & Engaging Your Critical Talent |
| 11/8 | Going from Peer to Supervisor |
| 11/8-9 | Advanced Problem-Solving for Team Leaders: Lean Six Sigma Green Belt |
| 11/10 | Coaching & Evaluating Performance |
| 11/16-17 | Project Management I & II |
| 12/1 | Time Management & Personal Productivity |
| 12/6 | The Art of Influencing Others |
| 12/13 | Effective Decision Making |
| 12/14 | Project Leadership |
| 12/15 | Advanced Project Management |

**FACTORS**

**Every leader has a unique path. Let us be your guide.**

Identify the competency or skill you are looking to develop from the list below and find the programs that will address that skill. Program dates and descriptions are listed in detail throughout this document.

## Factor I: Thought

### Manages Complexity

* Advanced Problem Solving for Team Leaders: Lean Six Sigma Green Belt
* Advanced Project Management
* Effective Decision Making
* Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt
* Project Management Essentials I & II
* The Power of Purpose: Reaching Your Goals as a Woman in Leadership

### Decision Quality

* Advanced Problem Solving for Team Leaders: Lean Six Sigma Green Belt
* Advanced Project Management
* Effective Decision Making
* Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt
* Project Leadership
* Project Management Essentials I & II

### Balances Stakeholders

* Project Leadership

## Factor II: Results

### Action Oriented

* Maximize Your Potential at Work: Individual Lean Six Sigma
* Project Management Essentials I & II
* Communication Skills for Leaders
* Making a Positive Impact on Customer Relationships
* Self-Leadership to Increase Productivity, Work Satisfaction, and Growth

### Resourcefulness

* Career Reinvention For Women Leaders: Developing Your Personal Brand
* Effective Leadership in a Hybrid/Blended Environment
* Going from Peer to Supervisor
* Making a Positive Impact on Customer Relationships
* Self-Leadership to Increase Productivity, Work Satisfaction, and Growth

### Directs Work

* Advanced Project Management
* Coaching and Evaluating Performance
* Going From Peer to Supervisor
* Leading your Employees to Great Performance: The SLII ExperienceTM
* Project Leadership
* Project Management Essentials I & II

### Ensures Accountability

* The Power of Positive Leadership

### Plans & Aligns

* Advanced Project Management
* Effective Decision Making
* Embracing Accountability
* Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt
* Maximize Your Potential at Work: Individual Lean Six Sigma
* Project Leadership
* Project Management Essentials I & II
* Time Management & Personal Productivity

### Optimizes Work Processes

* Advanced Problem Solving for Team Leaders: Lean Six Sigma Green Belt
* Advanced Project Management
* Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt
* Maximize Your Potential at Work: Individual Lean Six Sigma
* Project Leadership
* Time Management & Personal Productivity

### Drives Results

* Advanced Problem Solving for Team Leaders: Lean Six Sigma Green Belt
* Cultivating Unshakable Culture
* Effective Decision Making
* Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt
* Going from Peer to Supervisor
* Love ‘Em or Lose “Em: Retaining & Engaging Your Critical Talent
* Managing Conflict for Progress
* Project Management Essentials I & II
* Selling for Non-Sales People
* The Art of Influencing Others
* The Emotionally Intelligent Leader: Understanding Your EQ and Strategies for Leveraging It
* The Power of Positive Leadership
* The Power of Purpose: Reaching Your Goals as a Woman in Leadership

## Factor III: People

### Collaborates

* Advanced Problem Solving for Team Leaders: Lean Six Sigma Green Belt
* Building Trust: Increasing Impact in Working with Others
* Coaching and Evaluating Performance
* Cultivating Diversity, Equity, and Inclusion in Organizations
* Effective Decision Making
* Leadership is Everyone’s Business
* Leading your Employees to Great Performance: The SLII ExperienceTM
* Managing Conflict for Progress
* Power of Difference: Towards More Diverse, Equitable, and Inclusive Organizations
* Self-Leadership to Increase Productivity, Work Satisfaction, and Growth
* Selling for Non-Sales People

### Manages Conflict

* Making a Positive Impact on Customer Relationships
* Managing Conflict for Progress
* Navigating Difficult Conversations

### Interpersonal Savvy

* Career Reinvention For Women Leaders: Developing Your Personal Brand
* Communication Skills for Leaders
* Cultivating Unshakable Culture
* Embracing Accountability
* Going from Peer to Supervisor
* Powerful Presentation Skills
* Self-Leadership to Increase Productivity, Work Satisfaction, and Growth
* The Art of Influencing Others
* The Emotionally Intelligent Leader: Understanding Your EQ and Strategies for Leveraging It
* The Energy Bus
* Workplace Storytelling to Enhance Your Personal Brand

**Develops Talent**

* Coaching and Evaluating Performance
* Leading your Employees to Great Performance: The SLII ExperinceTM
* Love ‘Em or Lose ‘Em: Retaining & Engaging Your Critical Talent
* The Power of Difference: Towards More Diverse, Equitable, and Inclusive Organizations

### Attracts Top Talent

* Cultivating Diversity, Equity, and Inclusion in Organizations
* Cultivating Unshakable Culture
* The Power of Difference: Towards More Diverse, Equitable, and Inclusive Organizations

### Values Differences

* Cultivating Diversity, Equity, and Inclusion in Organizations
* Effective Conflict Management
* Managing Conflict for Progress
* The Power of Difference: Towards More Diverse, Equitable, and Inclusive Organizations

### Builds Effective Teams

* Building Trust: Increasing Impact in Working with Others
* Effective Leadership in a Hybrid/Blended Environment
* Leadership Essentials: Understanding Leadership & Team Development
* Leading Remote & Engage Teams Virtually
* Love ‘Em or Lose ‘Em: Retaining & Engaging Your Critical Talent
* The Power of Positive Leadership

### Communicates Effectively

* Assertiveness: Communicating with Impact
* Building Trust: Increasing Impact in Working with Others
* Career Reinvention For Women Leaders: Developing Your Personal Brand
* Coaching and Evaluating Performance
* Communication Skills for Leaders
* Effective Leadership in a Hybrid/Blended Environment
* Leadership Essentials: Understanding Leadership & Team Development
* Leading your Employees to Great Performance: The SLII ExperienceTM
* Making a Positive Impact on Customer Relationships
* Managing Conflict for Progress
* Navigating Difficult Conversations
* Powerful Presentation Skills
* Selling for Non-Sales People
* The Art of Influencing Others
* The Emotionally Intelligent Leader: Understanding Your EQ and Strategies for Leveraging It
* The Energy Bus
* Workplace Storytelling to Enhance Your Personal Brand

### Drives Engagement

* Building Trust: Increasing Impact in Working with Others
* Communication Skills for Leaders
* Cultivating Unshakable Culture
* Effective Leadership in a Hybrid/Blended Environment
* Leadership Essentials: Understanding Leadership & Team Development
* Leadership is Everyone’s Business
* Leading your Employees to Great Performance: The SLII ExperienceTM
* Love ‘Em or Lose ‘Em: Retaining & Engaging Your Critical Talent
* The Energy Bus
* The Power of Positive Leadership
* Workplace Storytelling to Enhance Your Personal Brand

### Persuades

* Assertiveness: Communicating with Impact
* Communication Skills for Leaders
* Powerful Presentation Skills
* Selling for Non-Sales People
* The Art of Influencing Others
* Workplace Storytelling to Enhance Your Personal Brand

### Drives Vision & Purpose

* Cultivating Diversity, Equity, and Inclusion in Organizations
* Cultivating Unshakable Culture
* Leadership is Everyone’s Business
* The Energy Bus
* The Power of Difference: Towards More Diverse, Equitable, and Inclusive Organizations
* The Power of Positive Leadership
* The Power of Purpose: Reaching Your Goals as a Woman in Leadership

## Factor IV: Self

### Courage

* Creating Your Leadership Brand and Building Professional Sustainability
* Leadership is Everyone’s Business
* Leading Change at the First Level

### Instills Trust

* Building Trust: Increasing Impact in Working with Others
* Leadership is Everyone’s Business
* Love ‘Em or Lose ‘Em: Retaining & Engaging Your Critical Talent
* Strengths-Based Leadership

### Demonstrates Self-Awareness

* Building Trust
* Career Reinvention For Women Leaders: Developing Your Personal Brand
* Creating Your Leadership Brand and Building Professional Sustainability
* Digital Wellness: Thriving in the Digital Era
* Essential Practices for Effectiveness & Well-Being
* Leadership Essentials: Understanding Leadership & Team Development
* Maximize Your Potential at Work: Individual Lean Six Sigma
* Strengths-Based Leadership

### Self-Development

* Assertiveness: Communicating with Impact
* Career Reinvention For Women Leaders: Developing Your Personal Brand
* Creating Your Leadership Brand and Building Professional Sustainability
* Digital Wellness: Thriving in the Digital Era
* Essential Practices for Effectiveness & Well-Being
* Going From Peer to Supervisor
* Leadership Essentials: Understanding Leadership & Team Development
* Maximize Your Potential at Work: Individual Lean Six Sigma
* Navigating Difficult Conversations
* Powerful Presentation Skills
* Strengths-Based Leadership
* The Emotionally Intelligent Leader: Understanding Your EQ and Strategies for Leveraging It
* The Power of Purpose: Reaching Your Goals as a Woman in Leadership
* Time Management & Personal Productivity
* Workplace Storytelling to Enhance Your Personal Brand

### Manages Ambiguity

* Effective Leadership in a Hybrid/Blended Environment
* Leading Change at the First level
* Time Management & Personal Productivity

### Nimble Learning

* Leading Change at the First Level
* Strengths-Based Leadership

### Being Resilient

* Creating Your Leadership Brand and Building Professional Sustainability
* Digital Wellness: Thriving in the Digital Era
* Essential Practices for Effectiveness & Well-Being
* Leading Change at the First Level
* Powerful Presentation Skills
* The Energy Bus

### Situational Adaptability

* Assertiveness: Communicating with Impact
* Creating Your Leadership Brand and Building Professional Sustainability
* Cultivating Unshakable Culture
* Digital Wellness: Thriving in the Digital Era
* Effective Leadership in a Hybrid/Blended Environment
* Essential Practices for Effectiveness & Well-Being
* Leading Change at the First Level
* Leading your Employees to Great Performance: The SLII ExperienceTM
* Navigating Difficult Conversations
* Self-Leadership to Increase Productivity, Work Satisfaction, and Growth
* Selling for Non-Sales People
* The Art of Influencing Others
* The Emotionally Intelligent Leader: Understanding Your EQ and Strategies for Leveraging It

The Emotionally Intelligent Lead

# **PROGRAM DESCRIPTIONS**

Advanced Problem-Solving for Team Leaders: Lean Six Sigma Green Belt

6/21-22 | 11/8-9 9:00 am - 4:00 pm

This two-day program is designed for leaders at all levels. You will gain the knowledge and skills to lead Lean Six Sigma problem-solving teams that will help your organization’s bottom line and produce high quality outputs. Through demonstrations and hands on exercises, you will learn how to lead a team through the five step Lean Six Sigma Problem Solving process called DMAIC in conjunction with some additional advanced Lean Six Sigma tools and techniques.   
*\*Prerequisite: Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt*

This program will help leaders:

• Learn the basic knowledge and skills to lead Lean Six Sigma project teams.

• Understand the five-step Lean Six Sigma problem solving process called DMAIC in more detail.

• Understand when and how to use some of the more advanced Lean Six Sigma tools and techniques.

Competencies Addressed: Collaborates, Drive Results, Decision Quality, Manages Complexity, Optimizes Work Performance

Advanced Project Management

7/20 | 12/15 9:00 am - 4:00 pm

This one-day program is an excellent follow-up for people who attended Project Management Essentials I & II. This class takes a “deeper dive” into some of the topics that were covered in the Project Management Essentials I & II class, and covers resource management, and managing multiple projects. You will also take a closer look at the concept of “critical path” and how to use it when executing a project. This program places emphasis on your ability to apply key skills and techniques to practical project situations. The class includes a two-hour exercise in which you work in teams to make decisions and develop a project schedule for a very demanding client.  
*\*Prerequisite: Project Management Essentials I & II*

This program will help leaders:

• Apply Essential Project Management Skills and tools to real project situations.

• Enhance ability to manage multiple projects.

• Refine Critical Path Skills when executing a project.

Competencies Addressed: Decision Quality, Directs Work, Manages Complexity, Optimizes Work Processes, Plans & Aligns

Assertiveness: Communicating with Impact

2/16 | 10/20 9:00 am - 4:00 pm

New leaders often find it challenging to be assertive in setting expectations and providing feedback to their teams. Individuals at all levels in an organization face difficulty in protecting their time, priorities, and goals. This program is designed for individuals who want to communicate their ideas and establish boundaries more confidently without feeling they are letting others down. You will be given the opportunity to identify your style and learn how to adapt it based on the situation.

This program will help leaders:

• Identify your limiting beliefs about being assertive.

• Practice saying “no” and setting boundaries.

• Analyze the benefits and risks in choosing to be assertive.

Competencies Addressed: Communicating Effectively, Persuades, Self-Development, Situational Adaptability

**Building Trust: Increasing Impact in Working with Others**

**9/27 9:00 am – 4:00 pm**

Trust can be hard to earn and easy to lose. So, what can organizations do to develop trust between leaders and the people they work with? The level of trust employees have with colleagues or a leader determines how well they work together, listen to one another, and rely on each other to get things done. In fact, the primary factor affecting employee turnover is whether or not a trusting relationship was developed between the leader and the employee. Yet many people are unaware of the actions that build or erode trust. Based on the Building Trust Model™, Blanchard’s Building Trust program teaches people how to build trust and, if it’s been broken, how to repair it.

**This program will help leaders:**

• Recognize the impact of how your behaviors build or erode trust in the workplace.

• Understand the four elements of trust, Building Trust Model™, to enhance trusting relationships.

• Learn a three-step process for rebuilding trust.

*Competencies Addressed: Builds Effective Teams, Collaborates, Communicates Effectively, Drives Engagement, Instills Trust*

**Career Reinvention For Women Leaders: Developing Your Personal Brand**

**5/18 9:00 am – 4:00 pm**

This program highlights the importance of personal branding for women professionals. Personal branding is about creating an individualized marketing campaign that helps leaders stand out from the crowd and enables career advancement. Too often, women sell themselves short. This session will highlight ways to utilize positive affirmation and their personal brand to succeed in their personal and professional lives. Through small group discussion and reflection, participants uncover the key steps that will help to establish their credibility, show their unique value, and distinguish themselves in their career. Time will also be spent learning how to create an effective social media profile with LinkedIn, Facebook, and Twitter to further communicate personal brand.

**This program will help leaders:**

• Develop a unique brand and use it to succeed in your career.

• Understand why personal branding is essential for women's professional growth.

• Leverage ways to powerfully communicate your brand and build credibility.

*Competencies Addressed: Resourcefulness, Interpersonal Savvy, Self-Development, Communicates Effectively, Demonstrates Self-Awareness*

Coaching & Evaluating Performance

2/10 | 4/27 | 7/13 | 8/24 | 11/10 9:00 am - 4:00 pm

This program is designed to enhance a leader’s management skills and prepare him or her for the changing demands of today’s workforce. A manager’s ability to provide regular coaching is critical to ensuring that individuals, and the team, reach their peak performance. This session introduces you to concepts and skills that can be used to provide coaching to either develop the skills of staff members or to correct performance issues. You will also explore the performance review process and how to conduct performance appraisals.

This program will help leaders:

• Describe the key elements of an effective performance evaluation process.

• Use an analysis tool to identify the root cause of the performance issue.

• Demonstrate the first step of the coaching conversation.

Competencies Addressed: Collaborates, Communicates Effectively, Develops Talent, Directs Work

Communication Skills for Leaders

1/12 | 3/29 | 5/5 | 6/2 | 8/9 | 10/5 9:00 am - 4:00 pm

As professionals today, our writing and thinking skills are showcased daily through e-mail and other forms of messaging, including both in-person and virtual meetings. Employees at all levels need to be able to communicate ideas effectively to customers, vendors, co-workers, and management – and build meaningful relationships in the process. This session will provide hands-on practice with key strategies for expressing yourself clearly and optimizing your professional credibility as you move into supervisory and/or leadership roles.

This program will help leaders:

• Showcase your professional “brand” through writing, including crafting routine emails for optimal readability and goodwill.

• Motivate audience action through behavioral-style messages.

• Build your team, whether in person or remotely, through effective meetings and other forms of professional engagement.

Competencies Addressed: Action Oriented, Communicates Effectively, Drives Engagement, Interpersonal Savvy, Persuades

Creating Your Leadership Brand and Building Professional Sustainability

10/25 9:00 am - 4:00 pm

Maintaining your status as a great leader takes ongoing time and commitment. It requires creating and maintaining a level of influence, presenting yourself with confidence, and remaining focused on leadership and career development. In this session, you will learn how to define and strengthen your personal leadership brand, understand the importance of leadership and career goals, and how to develop your professional network.

This program will help leaders:

• Strengthen your leadership brand.

• Understand how to create a level of influence.

• Present with effectiveness and confidence.

Competencies Addressed: Courage, Demonstrates Self-Awareness, Self-Development, Being Resilient, Situational Adaptability

Cultivating Diversity, Equity, and Inclusion in Organizations

4/22 9:00 am - 4:00 pm

The task of combating discrimination and bias is the responsibility of all employees and requires education, introspection, and commitment. This program will focus on these three areas and will prepare participants to view things from a diverse, equitable lens. Through reflection, activities, and discussion, leaders will gain new insights, dive into sensitive issues, and expand their inclusion and equity lens. Issues of race, bias, and privilege will be further explored, along with the impact on the workplace.

This program will help leaders:

• Understand diversity, inclusion, and equity and their importance in fostering organizational culture.

• Identify the challenges and barriers to inclusion and how to combat them.

• Gain an understanding of implicit bias and its' impact.

Competencies Addressed: Attracts Top Talent, Values Differences, Drives Vision and Purpose, Collaborates

Cultivating Unshakable Culture

3/24 | 8/23 9:00 am - 4:00 pm

Organizational cultures change over time and the success of having a positive work environment rests on how well the leaders and employees adapt to those changes. The target is always moving as the needs of an organization and our environment are changing. In evaluating the culture of any organization, it is essential to assess the basic job satisfaction, work/life balance, collaboration/productivity levels, and for leadership to “walk the talk”. In this session, learn how to define company culture, solidify that culture within your team, and open organizational communication.

This program will help leaders:

• Understand how to define your organization’s value systems and environment.

• Use culture in attracting and retaining good employees.

• How to recognize and consistently overcome obstacles of change.

Competencies Addressed: Drives Results, Interpersonal Savvy, Attracts Top Talent, Drives Engagement, Drives Vision & Purpose, Situational Adaptability

**Digital Wellness: Thriving in the Digital Era**

**4/14 9:00 am – 4:00 pm**

In a world that feels like it’s constantly ‘on’, it’s no surprise that many people experience digital burnout and sensory overload. Navigating the demands of life online and feeling pressure to be constantly connected and available can leave us feeling exhausted, anxious, and stressed out. In this program, we will explore the impact of mainstream technologies and offer you strategies to reboot your digital wellness. You’ll have the opportunity to consider how your online habits may be impacting your success and learn several practices to use technology mindfully.

**This program will help leaders:**

• Explore how technology impacts our health, productivity, and quality of life.

• Identify the warning signs of technology overuse and distress.

• Discover practices to improve your relationship with technology.

*Competencies Addressed:* Being Resilient, Self-Development, Situational Adaptability, Demonstrates Self-Awareness, Tech Savvy

Effective Decision Making

2/24 | 4/7 | 5/11 | 8/2 | 9/8 | 12/13 9:00 am - 4:00 pm

Question - What shapes an individual’s career and life, as well as defines them as a leader? Answer - Their decisions.

Gallup has spent five decades studying leaders at all levels of an organization and found two elements that consistently characterize effective leaders. One of those elements is making effective decisions. Just like an individual’s success is shaped by their decisions, so is the success of an organization. Whether it's decisions about how to integrate change, strategic direction, new technology, or how to best develop and market their products/services; every opportunity seized or missed is the result of a decision that someone makes. What does it take to make a great decision? Leaders are constantly making and implementing decisions, but few examine the process or know how to assess the quality of their decisions. In today's environment, the impact of a poorly made decision can be costly. On the other hand, a great decision can produce results that will move an organization forward. This program utilizes group exercises and real-world case studies to provide participants with a process and the tools for making effective decisions.

This program will help leaders:

• Learn four distinct styles of decision making and when to apply them.

• Learn how to apply some “quality control” to the decisions you make.

• Understand various tools that aid the decision-making process.

Competencies Addressed: Collaborates, Decision Quality, Drives Results, Manages Complexity, Plans & Aligns

Effective Leadership in a Hybrid/Blended Environment

3/2 | 9/8 9:00 am - 4:00 pm

In the ever-changing environment of leading teams that are now working in both a virtual and office environment during the week; how does a leader continue to drive results, maintain productivity, and strengthen relationships by using tools and best practices when leading? This program provides cutting edge techniques and proven processes to help the manager lead their teams above and beyond their goals, no matter where they may be located.

This program will help leaders:

• Learn common practices that keep you in touch, keep employees accountable, and keep the communication flowing in a hybrid/blended environment.

• Identify common pitfalls that can alienate team members, reduce results, and affect productivity.

• Build confidence in leading virtually and in-person, while taking advantage of the many benefits that hybrid/blended offices provide.

Competencies addressed: Builds Effective Teams, Communicates Effectively, Resourcefulness, Drives Engagement, Managing Ambiguity, Situational Adaptability

**Essential Practices for Effectiveness & Well-Being**

**6/28 9:00 am – 4:00 pm**

The key for employees to become extraordinarily successful at work and home is to adopt effective habits that support their well-being. When employees take care of themselves, they can better serve their customers and colleagues. In this program, employees will learn strategies to align day-to-day behaviors with their professional and personal goals.

**This program will help leaders:**

• Understand how to manage mindset by removing mental clutter such as worry, regret, and indecision.

• Learn to eliminate unnecessary stress and tolerances that lower the quality of life and work.

• Discover practices for self-care, energy management, and work-life harmony to increase effectiveness.

*Competencies Addressed: Being Resilient, Self-Development, Situational Adaptability, Demonstrates Self-Awareness*

Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt

2/8 | 4/19 | 7/26 | 10/19 9:00 am - 4:00 pm

This one-day program is designed for all employees who want to learn basic problem solving. You will gain the knowledge and skills to be an effective and valuable team member on a Lean Six Sigma problem solving team. In this program, leaders will learn how to use the five-step Lean Six Sigma Problem Solving process called DMAIC.

This program will help leaders:

• Learn the basic knowledge and skills to be an effective team member on a Problem-Solving team.

• Understand the five-step Problem-Solving process called DMAIC (Define, Measure, Analyze, Improve, Control).

• Understand when and how to use some of the most commonly used Problem Solving tools and techniques.

Competencies Addressed: Drive Results, Manages Complexity, Optimizes Work Performance, Plans & Aligns

Going from Peer to Supervisor

2/17 | 4/21 | 6/22 | 9/15 | 11/8 9:00 am - 4:00 pm

This interactive program guides you through the transformation from individual contributor to leader. Through small group exercises, group discussions, and skill practice, you explore the strategies, behaviors, and critical interactions that help assure an easier transition through this essential rite of passage for those who want to or have recently advanced into management.

This program will help leaders:

• Understand the issues and challenges of transitioning into a supervisory role.

• Address how to handle some of the common challenges presented to new supervisors.

• Become equipped to manage self and team through transition.

Competencies Addressed: Directs Work, Drives Results, Interpersonal Savvy, Resourcefulness, Self-Development

Leadership Essentials: Understanding Leadership & Team Development

6/9 9:00 am - 4:00 pm

Effective leadership starts with you. In this interactive program, you will utilize a DiSC self-assessment that will help you understand your personal workplace priorities, motivators, and stress triggers. With personalized insights and actionable strategies, you will learn how to adapt to the style of others, ultimately improving engagement and collaboration. You will also learn about other style types, understand the differences and similarities among styles, and identify strategies to build more high-performance teams to deliver on the mission and vision of your organization.

This program will help leaders:

• Identify personal strengths, opportunities, and impacts of workplace behaviors.

• Develop a plan to work with others whose styles are different from their own.

• Learn how to strengthen team dynamics in order to accelerate high performance.

Competencies addressed: Builds Effective Teams, Communicates Effectively, Demonstrates Self-Awareness, Drives Engagement, Self-Development

Leadership Is Everyone’s Business

1/27 | 3/23 | 6/16 | 8/25 | 10/13 9:00 am - 4:00 pm

Todays and tomorrows most successful organizations are creatively adapting to unceasing change and uncertainty by encouraging leadership at every level of the organization. The new competitive requirements of quality, innovation, customer responsiveness, and flexibility demand an organization filled with people taking the lead in improving processes, collaborating on products, and responding appropriately to ever-changing markets. Managers, while struggling to get better results with fewer people and resources are realizing that full participation is not “good”; it is critical. In this program, you will discover how you have shown leadership in the past to meet business and personal challenges, allowing you to gain the confidence and skill to increase your use of The Five Practices of Exemplary Leadership on the job.

This program will help leaders:

• Recognize how leadership is key to the ability to succeed in challenging situations.

• Identify your leadership strengths and areas for improvement.

• Understand and implement the Five Practices of Exemplary Leadership.

Competencies Addressed: Collaborates, Courage, Drives Engagement, Drives Vision & Purpose, Instills Trust

Leading Change at the First Level

1/11 | 3/10 | 5/26 | 8/11 | 9/28 9:00 am - 4:00 pm

In addition to leading day-to-day operations, managers are also responsible for adapting to change and for leading others to adapt to change. This program will deepen your understanding of what the brain needs to adapt effectively to change and will increase your skills in three areas: personally adjusting to change, leading others through change, and building/increasing change adaptation competence.

This program will help leaders:

• Understand the human brain’s natural reactions to significant change.

• Deepen awareness of effective change leadership tactics.

• Recognize the primary keys to being consciously change resilient.

Competencies Addressed: Being Resilient, Courage, Manages Ambiguity, Nimble Learning, Situational Adaptability

Leading Your Employees to Great Performance: The SLII ExperienceTM

6/14 9:00 am - 4:00 pm

SLII® is the world’s most taught leadership model! The foundation of SLII lies in teaching leaders to diagnose the needs of an individual or a team and then use the appropriate leadership style to respond to their needs in that situation. SLII Concepts introduce you to the theory of SLII in an engaging and informative way. This program is fast paced and content rich, and provides meaningful insight of SLII concepts for immediate application and impact with your team members.

This program will help leaders:

• Learn the four Development Levels and Leadership Styles and how to match them appropriately with an employee’s performance.

• Understand the values of Competence and Commitment and how a combination of these two behaviors impact motivation and your leadership approach.

• Increase the quality and quantity of the coaching you provide to your team members to enhance results, accountability, manager productivity, and employee satisfaction.

Competencies Addressed: Develops Talent, Communicates Effectively, Directs Work, Drives Engagement, Collaborates, Situational Adaptability

**Love ‘Em or Lose ‘Em:  Retaining & Engaging Your Critical Talent**

**5/10 | 11/3 9:00 am – 4:00 pm**

What keeps talent? Why do some organizations retain their top performers while others drive them away? ln today’s competitive marketplace, in which organizations must continually fight for their very survival, stopping the talent drain, and nurturing the loyalty and performance of talented employees is crucial. Shortsighted managers believe that key talent will stay. They believe it's about money, perks, and benefits over which they have no control. Employees want fair pay, and they also want challenging, meaningful work, a chance to learn and grow, recognition, respect, and a leader who supports them in their development. The question for most leaders is how to do this in a "no time to do it" and/or "low cost" environment. This program lays out a menu of practical "how-to" strategies that leaders at any level can apply to drive the higher levels of engagement and retention that directly impact quality.

**This program will help leaders:**

• Understand why employee engagement matters to you, the people on your team, and the organization.

• Know the significant influence that managers have as "Talent-Focused Leaders" to impact engagement and retention.

• Introduce 26 engagement practices and action tips for leaders, including practice in asking questions and conducting Stay Conversations.

*Competencies Addressed: Builds Effective Teams, Develops Talent, Drives Engagement, Drives Results, Instills Trust*

Making a Positive Impact on Customer Relationships

8/9 9:00 am - 4:00 pm

Repeat business and referrals are crucial to the success of any business. This program will share how to make a positive impact on every internal and external customer relationship. Focusing on the importance of building relationships, you will learn how to sustain attentiveness to internal and external customer service and to overcome barriers for positive relationships. You will also learn how a positive attitude disseminates through you, to the customer.

This program will help leaders:

• Recognize how to build and maintain long term internal and external customer relationships.

• Demonstrate how to take a positive approach to problems and complaints.

• Apply techniques to have a positive impact during every customer encounter.

Competencies Addressed: Action Oriented, Communicates Effectively, Customer Focus, Manages Conflict, Resourcefulness

**Managing Conflict for Progress**

**5/11** 9:00 am - 4:00 pm

This program is designed to equip individuals and team members with foundational skills to successfully manage conflict in a constructive way in order to produce a more positive outcome. It is for all of us who deal with conflict and have the drive to use the benefits of conflict to propel forward. When we hear the word CONFLICT most of us cringe!!! But...why? Conflict is not bad. Conflict is a natural process of development. This program will teach you how to manage conflict productively rather than stagnating you or your team. Being able to successfully function as an individual or as a team is dependent on how you manage conflict.

**This program will help leaders:**

•       Learn the benefits of conflict and how you can use it positively by removing the mental barrier that conflict is “bad”.

•       Identify and understand your conflict management style and the benefits and challenges of this style.

• Practice moving and propelling yourself through conflict situations through application of conflict management   
 techniques.

*Competencies addressed: Drives Results, Collaborates, Manages Conflict, Values Differences, Communicates Effectively*

Maximize Your Potential at Work: Individual Lean Six Sigma

4/6 | 10/5 9:00 am - 4:00 pm

This one-day program is designed for employees at all levels of an organization. You will learn to maximize your potential at work using an individual improvement system that will lead you to continuously upgrade the skills and processes that impact your daily work. During this program, you will learn the three step process for continuous improvement.

This program will help leaders:

• Create and achieve goals that improve both you and your organization.

• Continuously improve your work processes.

• Continuously improve your work relationships.

*Competencies addressed: Action Oriented, Plans & Aligns, Optimizes Work processes, Demonstrates Self-Awareness, Self-Development*

Navigating Difficult Conversations

1/26 | 4/12 | 5/19 | 6/21 | 7/27 | 10/26 9:00 am - 4:00 pm

Leaders often delay or avoid initiating difficult conversations especially when they anticipate an emotional reaction. However, avoiding these conversations can be costly to your organization, the other employee involved, and your career. When a conversation is approached with a positive and learning intent, relationships are strengthened, morale and trust improve, and productivity is higher.

This program will help leaders:

• Recognize your use of emotional intelligence and empathy in creating a comfortable and effective conversation.

• Create and practice an opening statement that will engage others in the conversation.

• Identify and practice a five-step process that will help you prepare, initiate, and conduct a conversation that you view as difficult.

Competencies Addressed: Communicates Effectively, Manages Conflict, Self-Development, Situational Adaptability

Powerful Presentation Skills

5/26 9:00 am - 4:00 pm

In today’s workplace, technology has become an integral part of how we communicate. While there are many different platforms to get your message across, leaders still need to have good presentation skills to influence their audience. In this session you will learn to use powerful business presentation skills to influence behavior and help you reach desired outcomes. No matter what your role is, powerful presentation skills are a must. They are needed to influence clients, motivate employees, or showcase products and services. You will learn tips to reduce nervousness, best practices for visual aids, and how to have a strong connection with your audience.

This program will help leaders:

• Gain tips to reduce nervousness and gain confidence while presenting.

• Learn how to structure a presentation for optimal audience engagement.

• Utilize powerful visuals to complement your message.

Competencies Addressed: Communicates Effectively, Interpersonal Savvy, Persuades, Self-Development, Being Resilient

Project Leadership

7/19 | 12/14 9:00 am - 4:00 pm

Organizing and managing the day-to-day activities of a project can be challenging enough. However, successful project managers must also have the skills necessary to develop a high-performing team, make and implement effective decisions, and communicate with and influence stakeholders outside the core project team. This program focuses on five skills necessary to effectively lead the people associated with a project.

This program will help leaders:

• Identify, communicate with, and influence stakeholders.

• Develop a productive project team.

• Make effective project decisions.

Competencies Addressed: Balance Stakeholders, Decision Quality, Directs Work, Optimizes Work Processes, Plans & Aligns

Project Management Essentials I & II

3/23-24 | 6/14-15 | 9/28-29 | 11/16-17 9:00 am - 4:00 pm

This two-day program focuses on the practical skills, tools, and techniques used to effectively manage all phases (initiation, planning, execution/control, and closing) of a project. You will spend 40% of the course working on a practical case study project in which you will experience working in small groups to clarify the project’s goal and objectives, identify deliverables, create a work breakdown structure, build a schedule, and determine the project’s critical path. This program is designed for individuals who are either managing, participating in, or planning to manage or participate in a project.

This program will help leaders:

• Understand the basic terminology of project management.

• Understand the four phases involved in managing a project and be able to create a useable project schedule.

• Understand applications of management tools necessary to initiate, plan, execute/control, and close a project.

Competencies Addressed: Action Oriented, Decision Quality, Directs Work, Drives Results, Manages Complexity, Plans & Aligns

**Self-Leadership to Increase Productivity, Work Satisfaction, and Growth**

**9/14 9:00 am – 4:00 pm**

This program is for individual contributors, managers, and leaders who want to be more productive and satisfied at work. We all place constraints on what we perceive we can accomplish. You will learn how to challenge your “Assumed Constraints” by leveraging your “Five Points of Power.” The program discusses the importance of being proactive by matching leadership styles from those who can provide additional direction on what you need to succeed. Participant will be exposed to their own perceptions of self-leadership by analyzing results from a management questionnaire. Lastly, the participant will be introduced to a one on one tool that will enhance the meetings between themselves and their manager.

**This program will help leaders:**

• Identify “Assumed Constraints” which are those perceived barriers which can be transcended or avoided.

• Learn the “Five Sources of Power” at work and how each can be activated to help achieve goals along with experiencing greater autonomy and competence.

• Learn to leverage a common language of leadership around specific support needs between a leader and team member.

*Competencies Addressed: Action Oriented, Collaborates, Interpersonal Savvy, Resourcefulness, Situational Adaptability*

Selling for Non-Sales People

4/12 9:00 am - 4:00 pm

Customers buy from people who they know, like, and trust. This program will provide non-sales people with the fundamental skills to become a trusted advisor. Participants will gain a deeper understanding of the two rules of customer engagement to help reduce the fear of high pressured selling, gain confidence, and reinforce the importance of active listening by asking questions to become a solution provider.

This program will help leaders:

• Learn the art of asking questions and actively listening.

• Develop long-term customer relationships that will repeat, refer, and request you.

• Learn how to overcome client resistance.

Competencies Addressed: Drives Results, Collaborates, Communicates Effectively, Persuades, Situational Adaptability

Strengths-Based Leadership

5/5 9:00 am - 4:00 pm

Self-Awareness is one of the most critical attributes of effective leaders. Most of us have been taught that success comes from being well-rounded. However, this is an unrealistic goal and one that leads to mediocre leadership. According to research conducted by the Gallup organization, the most effective leaders invest in their own strengths, as well as those of their team, resulting in a 64% increase in employee engagement. As a part of this course, participants will complete the Strengthsfinder 2.0 assessment and begin to explore how they can leverage their personal strengths to become an effective leader.

This program will help leaders:

• Define the benefits of focusing on your strengths as a leader.

• Explore how your strengths impact how you make decisions.

• Utilize your strengths to fulfill the four basic needs of employees.

Competencies Addressed: Demonstrates Self-Awareness, Instills Trust, Nimble Learning, Self-Development

The Art of Influencing Others

12/6 9:00 am - 4:00 pm

Your career success depends on your ability to influence others at all levels of an organization. This program focuses on strategies to strengthen your credibility, thereby increasing your opportunities to influence others. In this session, you will assess your network of connections. Fostering those connections is essential in gaining commitment for your ideas, especially without the use of formal authority.

This program will help leaders:

• Assess how others may view your current level of influencing.

• Identify those individuals with whom you need to build and develop stronger relationships.

• Use a sequence of five audience-oriented steps that help persuade others.

Competencies Addressed: Communicates Effectively, Drives Results, Interpersonal Savvy, Persuades, Situational Adaptability

The Emotionally Intelligent Leader: Understanding Your EQ and Strategies for Leveraging It

3/15 | 9/15 9:00 am - 4:00 pm

Being able to read the emotional and interpersonal needs of a situation and respond accordingly is a leadership skill that makes your workplace interactions more productive and meaningful. In this program, you will discover your own strengths and opportunities for growth when it comes to being emotionally intelligent. A customized assessment along with interactive exercises allow you to discover specific ways to be more agile and get the results you desire.

This program will help leaders:

• Develop an understanding of emotional intelligence and how it affects workplace performance.

• Build self-awareness of your individual emotional intelligence by interacting with a customized assessment.

• Practice flexing to other mindsets and approaches to build better workplace relationships and increase effectiveness.

Competencies addressed: Interpersonal Savvy, Self-Development, Drives Results, Communicates Effectively, Situational Adaptability

The Energy Bus

9/13 9:00 am - 4:00 pm

Driver of Positive Change is an interactive program built around Jon Gordon’s best-selling book, *The Energy Bus*. This program takes you on a transformational journey from a front line, task-driven manager into a positive leader. During this training journey, you will learn about your impact as the driver of the bus, create a positive vision, and invite your passengers (team) to be a part of your vision through inspiration, communication and the elimination of negativity. You will also create a roadmap of your positive vision to share with your peers at the session, and then with your team for implementation. Hang on for the ride of your life as you spend the day focusing on you as a leader.

This program will help leaders:

• Learn how your energy influences others and how to positively manage it.

• Understand how to fuel teams and address and remove negativity.

• Improve communication and engagement to help the team toward a common vision.

Competencies addressed: Interpersonal Savvy, Communicates Effectively, Drives Engagement, Drives Vision & Purpose, Being Resilient

The Power of Difference: Towards More Diverse, Equitable, and Inclusive Organizations

10/12 9:00 am - 4:00 pm

As organizations grow more diverse in terms of their customer base and workforce; creating an equitable and inclusive environment becomes an avenue to achieve success and advance more effective forms of organizational performance, recruitment, and retention. An institution that fosters a culture of inclusion achieves a level of excellence that not only impacts the organization itself, but also the local community and the society in general. This program requires an examination of the lenses we use to value human difference and assess the effects of social systems in the lives of particular groups of individuals in our global societies. This program will take a look at why diversity, equity, and inclusion are critical for the success of any individual and organization, while also reviewing best practices for its implementation.

This program will help leaders:

• Understand the definitions of diversity, equity, and inclusion and how they can intersect with an organization’s mission, structures, and culture.

• Familiarize themselves with foundational procedures for the creation of an environment where diverse identities and perspectives are valued, welcomed, and encouraged.

• Learn the effects of social systems in the lives of particular populations and the role that equity plays in this process.

Competencies addressed: Develops Talent, Attracts Top Talent, Values Differences, Drives Vision and Purpose, Collaborates

The Power of Positive Leadership

9/14 9:00 am - 4:00 pm

Discover the proven principles that make great leaders great for their teams. In order to succeed, you have to succeed with people, and this training shows you how. It begins with the understanding that it’s not just about what you do, but what you can inspire, encourage and empower others to do. You’ll learn how to build a great culture for your organization and team, lead with optimism, develop a connected and committed team, and achieve superior, sustainable results.

This program will help leaders:

• Build a strong and positive organization/team culture.

• Create clarity through a strong vision and focused actions to get their team there.

• Develop strong relationships that drive results and pursue excellence through love and accountability while confronting, transforming and removing negativity from your team.

Competencies addressed: Ensures Accountability, Drives Results, Builds Effective Teams, Drives Engagement, Drives Vision & Purpose

**The Power of Purpose: Reaching Your Goals as a Woman in Leadership**

**10/18 9:00 am – 4:00 pm**

This program highlights the power of purpose and finding your “why”. According to Inc. magazine, over 70% of people are not fulfilled in their current work and lives. How do we find our true purpose and make a career out of it? This unique leadership program is designed to help emerging women leaders reach their goals and achieve personal and professional growth. Through small group discussion and reflection, participants will outline their roadmap to success in order to accomplish their goals. Participants will utilize tools to identify what personal success looks like, recognize the critical building blocks for advancement, and learn strategies to further their impact and reach the next level in their career.

**This program will help leaders:**

• Understand your purpose and the impact of a purpose-driven life.

• Map out your goals, personally and professionally.

• Learn strategies to achieve career advancement and leadership roles.

*Competencies Addressed: Manages Complexities, Drives Results, Drives Vision & Purpose, Self-Development*

Time Management & Personal Productivity

3/8 | 4/5 | 5/18 | 7/15 | 9/22 | 12/1 9:00 am - 4:00 pm

As a leader advancing in an organization, one of the things you quickly realize is the way you manage your time is in direct correlation with how successfully you, along with your team, will perform. Learning how to invest your time wisely is a critical skill in the workplace, but it is one which we do not spend a great deal of time trying to learn or master. This program will answer those questions and give you tactics that can be applied when you return to your organization. You will be exposed to some valuable tools that help create an immediate impact in time management and personal productivity.

This program will help leaders:

• Plan and prioritize using proven scheduling techniques.

• Navigate common productivity obstacles.

• Embrace essential actions to increase energy.

Competencies Addressed: Manages Ambiguity, Optimizes Work Processes, Plans & Aligns, Self-Development

**Workplace Storytelling to Enhance your Personal Brand**

5/12 9:00 am - 4:00 pm

A compelling story is the fastest route to human connection and influence. Stories make presentations better. Stories make ideas stick. Stories help us persuade. This interactive program will teach you how to craft a captivating first-person story. You will learn about the story arc and story components, draft and share your personal story, and receive valuable feedback.

**This program will help leaders:**

•      Learn how to distinguish yourself and your organization through the stories you tell.

•      Acquire creative and powerful tools to communicate in a unique and authentic way.

•      Develop a personal story that people want to hear in order to better connect with customers, employees, and   
 colleagues.

*Competencies addressed: Interpersonal Savvy, Communicates Effectively, Drives Engagement, Persuades, Self-Development*