

# Leadership Development

## Coaching for Success

This course develops leaders who help people achieve goals and avoid problems, a positive experience for themselves and those being coached. Leaders learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance and measure results until desired outcomes are achieved. Leaders learn how coaching for success benefits individuals, strengthens work groups and supports company objectives and priorities.

## Coaching for Improvement

Leaders will learn to conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

## Managing Performance Problems

This course builds leaders' skills in handling chronic performance or work habit problems or serious misconduct. They learn how to document the problem and explain what the employee must do to address it. Leaders become skilled in discussing and imposing formal consequences while adhering to their organizations' policies and procedures.

## The DiSC® Approach to Building Better Relationships

DiSC® helps people explore behavior across four primary dimensions: **D**ominance, **I**nfluence, **S**teadiness, **C**onscientiousness.

Students assess to what degree they utilize each dimension of behavior and are provided feedback to help them build productive teams, develop effective managers, train a powerful sales force, improve customer service and ease frustration and conflict. Students learn about their own behavioral strengths and weaknesses, motivating and demotivating factors, communication approaches and management and selling styles.

## Improving Personal Productivity

This course gives employees the skills they need to increase their productivity while decreasing stress levels. Students will learn to eliminate or change non-productive behaviors and improve efficiency through new, more productive work habits.

## Delegating for Productivity and Growth

Leaders will learn to overcome their hesitation for delegation by learning skills for successfully matching people, responsibility and authority. This allows them to maximize involvement, productivity, motivation and growth for individuals, groups and the organization.

## Performance Planning: Reviewing Progress

Leaders learn to drive performance and accountability by replacing the "dread" of performance reviews with the "human touch" that builds trusting relationships with the people who report to them. Leaders learn to conduct effective discussions that recognize people's success and plan for their future development.

## Performance Planning: Setting Expectations

This course helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it. When leaders conduct effective setting expectations discussions, people feel more motivated to perform well because they see how their efforts make a difference.



## Resolving Conflict

Leaders will learn how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic - regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

## Preventing Sexual Harassment in the Workplace

This course will teach students to define sexual harassment and identify when sexual harassment exists. They will learn to recognize both the organization's and the individual's liability for sexual harassment, follow established procedures for dealing with sexual harassment and understand everyone's roles and responsibilities in the prevention and handling of sexual harassment complaints.

