2022
LEADERSHIP
DEVELOPMENT COURSES

Summary of Leadership Development Courses 2022

- Submitted January 25, 2022

I. S.C.A.R.F.

SCARF stands for:

> Status
> Certainty
> Autonomy
> Relatedness
> Fairness

These 5 social norms drive employees' behavior within the workplace. If supervisors can define these social norms; understand how they impact employees' behavior, they can minimize and/or eliminate negative behavior before it happens, when it happens and/or after it happens.

Course Objectives:

Teach supervisors how to recognize and understand the 5 social norms, to understand the impact these norms have on employees' behavior and how leaders can minimize the negative impact of these norms: thus, avoiding conflict within the workplace.

II. Conflict Management: The Foundation of a World Class Organization

This class will teach participants how to deal with conflict from a mutual gains approach, how to communicate effectively when angry, how to build consensus from everyone's concerns, how to improve their active listening skills, how a person's working styles may have a negative impact on group dynamics, the impact of trust and distrust on an organization and how teams are stronger working together than individually.

Course Objectives:

- Understanding the elements of self-control, influence and having no control.
- Learning how to conduct a conversation when angry.
- Understanding the key elements of consensus-building.
- Understanding the four types of working styles and their impact on group dynamics.
- Understanding why trust is important in maintaining an effective organization.
- Understanding the different conflict management styles.

III.   Communication for Leadership Success

Organizations need leaders who can do more and be more to succeed in today's complex environment. They need leaders with strong interpersonal skills who can get things done by mobilizing and engaging others. The course teaches leaders the Interaction Essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond.

Effective Team Communications

Do You Face Any of These Issues?

- Do leaders lack the essential interaction skills that are critical for leadership success?

- Are leaders seen as unsupportive because they fail to demonstrate empathy?

- Do leaders fail to provide the ongoing feedback team members need to be successful?

- Are individual contributors less focused on results because they don't feel valued or appreciated?

Course Objectives

Help Leaders:

- Achieve results through others by building strong interpersonal relationships.

- Plan for successful interactions with team members in person and virtually.

- Provide meaningful, supportive feedback that motivates team members and helps individuals improve their performance.

- Impact business outcomes by consistently meeting the personal and practical needs of others.

IV.   Trust

Trust is directly linked to employee engagement, retention, productivity, and innovation. Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and commitment to team and organizational success.

This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust. Applying these skills to build trusting relationships enables people to take risks, identify and solve problems, and collaborate to achieve business results.

Do You Face Any of These Issues?

- Are individual contributors distrustful of their leaders?

- Do trust issues surface across departments, negatively affecting teamwork and productivity?

- Are leaders aware of the untrustworthy behaviors they are exhibiting?

- Do your leaders know how to build or repair trust?

Course Objectives

Helps Leaders:

- Recognize how trust in the workplace affects business results.

- Analyze their role in building and sustaining trust.

- Identify common workplace behaviors that can build, sustain, or break trust.

- Demonstrate behaviors that show they trust others, as well as give people the confidence to trust them.

- Use interaction skills to foster open communication, build and maintain trusting relationships, and repair damaged ones.

V.   Team Building Through Chemistry

Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry between team members. It is not enough to have a group of people work on a project; people have to connect and balance each others' strengths. By staying aware of the chemistry as you build the group, you will increase the chance of avoiding pitfalls and developing a sense of unity.

With our "Team Building through Chemistry" workshop, your participants will discover the specifics of how building a team through chemistry will lead to success.

Course Objectives:

- Understand the team development model.
- Identify team chemistry.
- Create vision and goals.
- Appreciate diversity.
- Manage conflict.

VI.   Steps to Leadership Excellence

Steps to Leadership Excellence -
This 6-hour interactive virtual leadership training is designed to bring participants into a deep dive of self-reflection and discovery covering five major leadership spheres.
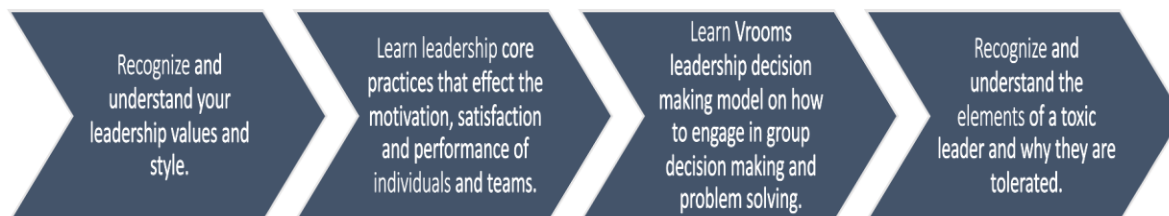

1. **Your Leadership Brand** - How values-based leadership guides your "why" and determines your brand.

2. **Leadership Styles** - Discover your leadership approach based upon the three basic leadership styles: Is your style aligned with your brand, how can you flex your style based on situational leadership. Advantages and disadvantages of the three styles.

3. **Core Leadership Practices** – what they mean and how to implement them.

4. **Leadership Decisions**. - Leaders will learn the various decision-making methodologies and types of decision making and problem-solving types based upon Vrooms normative model.

5. **Toxic Leadership** – Learn to identify, prevent and overcome a leadership approach that harms people and the organization.

| Recognize and understand your leadership values and style. | Learn leadership core practices that effect the motivation, satisfaction and performance of individuals and teams. | Learn Vrooms leadership decision making model on how to engage in group decision making and problem solving. | Recognize and understand the elements of a toxic leader and why they are tolerated. |

- Bring participants into a deep dive of self-reflection and discovery covering the above five major leadership spheres.

VII. Diversity/Multi-Generational Differences

GENERATIONAL differences have never been wider in the workplace than they are today. Each generation brings unique qualities (positive and negative) to the workplace. Although these differences can cause some friction, a **GENERATIONALLY** diverse workforce is better equipped to respond to challenges with their multiple perspectives.

Like-minded teams maintain; diverse teams **INNOVATE**. Although it may seem more comfortable to surround ourselves with others who think and act similar to the way we do, it hinders us from learning something new. More perspectives on a team lead to more creative and better decision making. Testing ideas against opposing points of views are how the best ideas come about.

Course Objectives

Help Leaders:

- Identify four generations in the workplace and, define them by experiences and events.
- Compare and contrast the values and the potential outcomes of generational interaction.
- Consider and identify potential problems for an organization when people from different generations fail to communicate effectively. Compare and identify differing feedback styles and their impact.
- Offer strategies for effective cross generational communication.

VIII. The **Leadership Game** or (the Leadership Roundtable Experience) is a fun and innovative resource based on the teachings of John Maxwell. The game will help YOU increase your leadership value within your organization or business. By playing this game, you will be able to raise the leadership awareness of your team, clients, and coworkers and introduce the timeless leadership principles that will bring about positive change through communication and connection!