

Leadership Training

Advanced Leadership Skills for Effective Management

(Six-session series. Each session is three hours)

Leaders will gain effective and respectful management skills for today's unique challenges.

- Strengths and challenges of leadership styles
- Climate and culture and their influence on team morale
- Four phases of effective change
- Assertive communication and problem solving
- Mental health disorders and impact on performance
- Understanding resiliency and building team cohesiveness

Employee Relations

(Three-session series. Each session is 90 minutes)

Improving employee relations and addressing difficult employee issues is a challenge that most leaders face on a daily basis.

Research suggests that supervisors spend 90% of their time managing 10% of their employees. Leaders will learn how to turn this statistic around.

- Dealing with Difficult Situations*
- Managing Angry & Negative Employees*
- Speaking up for R.E.S.P.E.C.T.*

Management Development for NEW Leaders

(Three-session series. Each session is 90 minutes)

Becoming a new manager is hard. Often, the new manager now supervises those who were once peers. This series offers tips for making this transition easier and more effective.

- Leadership Skills for Effective Management*
- Team Building and Improving Employee Morale*
- Problem Solving for Solutions*

Risk Management

(Three-session series. Each session is 90 minutes)

This series addresses the big risks facing every company: violence, harassment, and diversity. Learn ways to reduce risks and address problems when they occur. Review of applicable law and organization's policy will take place.

- Workplace Violence Prevention*
- Recognizing Harassment*
- Cultural Diversity*

Servant Leadership

(Three-session series. Each session is three hours)

Servant-leadership was first coined by Robert K. Greenleaf in *The Servant as Leader*, an essay that he first published in 1970. The primary premise of servant leadership is "the natural feeling that one wants to serve, and the conscious choice to aspire to lead by caring about people first." This three part series explores how servant leadership impacts the work environment and promotes the growth and development of individual employees.

- Servant-leadership recognizes the individual needs of employees and provides leadership that focuses on relationships that build character.
- Servant-leadership provides a greater creative opportunity for its employees resulting in positive outcomes for management.
- Servant-leadership promotes accountability through a greater understanding of mission, commitment, trust and service.

You're Only as Effective as What You Accept

(Four-session series. Each session is two hours)

This training focuses on accountability. Leaders will learn how to create an environment that is professional, efficient, and productive where staff give it their best and enjoy coming to work. Ways to address employees who are not performing well is also covered.

- Learn leadership traits that enhance morale and work ethics
- Highlight necessary steps to effectively confront with positive results
- Role plays and activities that leaders can take back to their departments
- Steps to effectively engage employees in best teamwork practices

Descriptions for trainings noted (*) are available in this catalog. Please refer to the table of contents for location.