

## **Accelerated Leadership Short Courses**

### **Communicating to Increase Engagement and Cooperation (8 Hrs)**

Training brings a fresh, eye-opening awareness to the skills that bring authentic engagement and willing cooperation with others.

- Respect is What Everyone Wants
- The Power of Appreciation and Recognition
- Level 1/Level 2 Listening
- Approach Skills to Earn a Willing Ear
- Listening to Read People Accurately (In the Moment) / Activity
- Response Skills to Build Rapport, Diffuse Conflict and Create Connection / Activity
- Probing Skills to Create Mutual Understanding
- Assignment / Action Plan
- Goals: Acquire skills that increase engagement and cooperation
  - Ability to read and understand people accurately
  - Heighten the ability to diffuse negative reactions and earn a willing ear

### **Communicating for Engagement and Cooperation (4 Hrs)**

Training brings a fresh, eye-opening awareness to the skills that bring authentic engagement and willing cooperation with others.

- Level 1/Level 2 Listening
- Listening to Read People Accurately (In the Moment) / Activity
- Response Skills to Build Rapport, Diffuse Conflict and Create Connection / Activity
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- Goals: Acquire skills that increase engagement and cooperation
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### **A More Effective Performance Conversation (4 Hrs)**

Training gives participants the skills needed to have an effective and productive conversation that results in improved performance.

- Listening to Read People Accurately (In the Moment) / Activity
- Response Skills to Build Rapport, Diffuse Conflict and Create Connection / Activity
- Steps to an Effective Performance Conversation / Activity
- Assignment / Action Plan
- Goals: Acquire skills that increase engagement and cooperation
  - Build skill in diffusing negative reactions and earn a willing ear
  - Apply steps to facilitate an effective performance conversation

## **A More Effective Safety Conversation (4 Hrs)**

Training gives participants the skills needed to have an effective and productive conversation that results in improved safety behavior.

- Listening to Read People Accurately (In the Moment) / Activity
- Response Skills to Build Rapport, Diffuse Conflict and Create Connection / Activity
- Steps to an Effective Safety Conversation / Activity
- Assignment / Action Plan
- Goals: Acquire skills that increase engagement and cooperation  
Build skill in diffusing negative reactions and earn a willing ear  
Apply steps to facilitate an effective safety conversation

## **Power of Integrity (4 Hrs)**

The most powerful source of lasting influence is to develop and maintain integrity.

- Strongest Resource of a Leader – His Name
- The Trust Factor / Do Right Rules / Activity
- Character Factor / Activity
- Being in Touch with Reality / Keeping the Blinders Off
- Continuous Improvement Mandate
- Humility / Transcendence
- Action Plan / Assignment
- Goals: Understand where and how integrity is formed  
Understand how trust and integrity relate and are absolutely necessary for true success  
Learn how character and integrity are interdependent and cause constant growth  
Apply principles to grow in Integrity

## **Managing Different Personality Types (4 Hrs)**

Knowing and applying the personality types will allow you to work better with others and lead others more effectively. The Strengths and weaknesses we all have can work to make us a better team.

- DiSC Personality Styles and Applications for Leadership / Assessment
  - Know yourself
  - Know others
  - Manage self so others will follow
  - Team Applications
- Goals: Understand personality differences and applications  
Apply DiSC learnings to 8 areas of working with, or leading others  
Apply DiSC learnings to managing self better in 8 areas  
Use Disc learning to enhance team and leadership productivity

## **Collaboration and Teamwork (4 Hrs)**

The ability to collaborate as a team gives us the synergy we need to be a high performance team that exceeds our competition.

- Principles When Forming a Team / Activity
- Principles When Changing Team Members or Team Function / Activity
- How to pull together instead of apart – Collaboration / Activity
- Problem solving as a team / Activity
- Action Plan and Assignment
- Goals: Understand principles that cause teams to be effective  
Learn and apply concepts for team problem solving and collaboration

## **Overcoming The Five Dysfunctions of a Team (4 Hrs) / (8 Hrs)**

Team Dysfunctions are a fact to any team. Only by knowing and engaging them skillfully, can we turn them into positive factors for effectiveness.

- Five Dysfunctions that every team will face / Assessment
- How to overcome each of the Dysfunctions / 5 activities
- Drill down to make critical and current applications to present team issues with practice and applications (only available in 8-hr training)
- Summary and Action plan
- Goals: Learn the 5 dysfunctions that affect teams  
Learn how to overcome the 5 dysfunctions  
Make applications and action plan to use the team management methods

*In 8 hour training* – Take team members into practical applications that deal with current issues and provide coaching/modeling of team management on each of the dysfunctions

## **Employee Feedback (2 Hrs)**

Feedback is one of the most powerful tools for employee motivation. Used skillfully it can change culture, increase production and talent retention.

- Types of Feedback / Effective Delivery
- The Power of Balanced Feedback / Activity
- Creating Protocol and “Safe Zones” for Effective Feedback
- Inviting Feedback
- Assignment
- Goals: Learn the types of feedback and effective delivery  
Learn and apply the use of balanced feedback  
Apply effective protocols and safe zones for feedback  
Learn the ways to demonstrate openness to feedback

## **Performance Management (4 Hrs)**

Performance Management is really leading others to their “best”. It seems like magic, but it is learned skills that can help you effectively increase the performance of those you lead.

- Clear Expectations / Activity
- Follow – Up
- Balanced Feedback
- The Performance Conversation / Activity
- The Performance Review / Activity
- Relating Effectively
- Assignment
- Goals: Learn what is necessary for clear expectations to be understood and followed  
Determine effective means of staying in touch with those we lead  
Increase skill to give effective feedback  
Increase skill in communicating effectively on performance  
Increase skill and confidence when conducting performance reviews

## **Time Management (4 Hrs)**

When we are more efficient with our time, everyone we interact with is benefitted. Time really is our greatest resource. We can get more done with less stress by believing in, and using, a simple process of managing our use of time.

- Attitudes Toward Time / What's it Worth?
- Practical Steps to Higher Productivity / Activity
- Using Time to Multiply Productivity / Activity
- Values and Priorities – The Boundaries for Time / Activity
- Action Plan and Assignment
- Goals: Get a reality check regarding our use of time
  - Develop a positive attitude about the use time
  - Understand and apply a process for managing our time better
  - Understanding how to determine and maintain priorities
  - Learn ways to be more efficient when communicating, directing and delegating
  - Apply specific time managing techniques

## **Leading Productive Meetings (2 Hrs) / (4 Hrs)**

Productive meetings set the tone for all performance in an organization. Learn how to make them positive, progressive, and productive.

- Best and Worst / Why? / Assessment
- All in the Preparation
- Six Points for Conducting a Productive Meeting
- Following-up / Invest in your Next Meeting
- Action Plan / Assignment
- Goals: Understand what makes meetings good or bad
  - Learn what must be done before meetings occur for them to be productive
  - Learn and apply the 6 points for conducting a meeting
  - Follow up on meeting commitments to create atmosphere for next meeting
  - Implement action plan for next meeting
  - 4-hour session will include activities/exercises that will apply skill to current issues

## **Interpersonal Skills (2 Hrs)**

Learning and practicing these interpersonal skills will help you create a warm, professional and cooperative atmosphere in the workplace and with work those of whom you work.

- Verbal and non-verbal communication practices that engage and disengage others
- Office practices for cooperative engagement
- Phone and email practices for efficient yet productive communications
- Creating Job Satisfaction is everyone's business
- Assignment / Acton Plan
- Goals: Learn cooperative and engaging communication practices
  - Learn and apply the use of effective office practices
  - Apply effective phone and Email protocols
  - Be accountable for the atmosphere in which you work



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## **Problem Solving (2 Hrs) / (4 Hrs)**

Learn how to view problems so you are always inviting solutions and creativity from yourself and others. Learn how to probe safely and effectively and multiply resources to solve problems.

- Path for Cooperative Growth
- Natural Logic Path for analyzing problems
- Natural Logic Path for outlining solutions and making presentations
- The ‘Can Do’ Outlook
- Assignment / Acton Plan
- Goals: Learn how healthy growth can result from problem solving
  - Learn and apply the use of effective logic path for fully understanding a problem
  - Apply effective problem solving techniques
  - Learn an effective process for outlining solutions
  - 4-hour session will include activities and exercises that will apply skill to current issues

## **Decision Making and Prioritization (2 Hrs) / (4 Hrs)**

Learn how to prioritize any situation and become decisive and timely in your decisions. Learn how to make more informed decisions that are goal-oriented and engaging.

- Prioritization / How to Keep the “Main Thing the Main Thing” /Assessment
- Learn “First Things First” Model for Managing Self
- Maximizing Time, Resources, and Personal Energy
- Apply model to current workday and projects
- Communicating priorities effectively for higher motivation
- Assignment / Acton Plan
- Goals: Acquire an attitude for productivity
  - Learn and apply a prioritization method for all you do in work and life
  - Acquire and apply a plan for prioritizing and maximizing resources
  - Communicating priorities effectively
  - 4-hour session will include activities and exercises that will apply skill to current issues

## **Stress Management (2 Hrs)**

There is a way to manage stress so it is not managing you and those with whom you work. Learn how to put stress in a place that is not personal, and manage and diffuse its effects.

- Understanding Stress and its effects / Assessment
- Attitudes and Management Techniques to handling stress
- Applying the ‘De-stressing Model’ to a current situation
- Assignment / Acton Plan
- Goals: Understand the roots of stress and its undesirable effects
  - Learn a different way to view stress and its management
  - Apply effective techniques for lowering stress and managing it



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## **Ethical Conduct (2 Hrs)**

Learn the company's mission and values and how they relate to the desired code of conduct needed to fulfill them.

- Company's Mission and Values / Assessment
- Guiding Code of Conduct and supporting reasons
- "Do Right Rules" / Applications
- Assignment / Action Plan
- Goals: Understand the mission and values of company
  - Learn the code of conduct for this organization and supporting reasons
  - Learn and apply "Do Right Rules" to current situations

**Format/ Delivery methods:** Video presentations, facilitator presentations, individual exercises, group exercises, group discussion, written and oral exercises, skill practice, role play, and coached practice are used to train, model, and motivate skilled leadership.

One-one-coaching for strategic personnel or to develop trainers is also available on request