

2022 LEADERSHIP EXCELLENCE TRAINING PROGRAM

Leadership Excellence is a six week, in person, foundational leadership development program. The program focuses on servant leadership principles and the importance of self-leadership before leading others successfully. The content is derived from twenty five years of corporate leadership development experience and supplemented with key findings from leadership experts like James Kouzes and Barry Posner, John Maxwell, Jim Collins, John Kotter, Ken Blanchard and Brene Brown.

This program has been designed to assist each participant in the area of Leadership Development and Personal Accountability.

Leadership Excellence Process

- 1. The Leadership Development Process is specifically designed for Emerging Leaders, new supervisors, and existing managers looking to develop and enhance their leadership skills.**
- 2. The program starts with a Workplace Big 5 Assessment and debrief. The findings from this assessment will aid the participant in their leadership development journey.**
- 3. The process is designed to successfully enhance leadership abilities and to improve the skills needed to keep pace with the significant changes that are constantly impacting organizations.**
- 4. The program utilizes a concept / application / goal format that enables the participant to immediately apply the knowledge, concepts and skills learned.**
- 5. The program utilizes proven methods that are designed to ensure the highest retention rate of topics covered.**
- 6. The process includes both business and personal goal setting modules that recognize the need for organizational and personal goal synergy.**

Learning Objectives

1. Differentiate between leadership and management
2. Emotional intelligence at work
3. Attitude reflects leadership and impacts your results
4. Discuss ways to develop trust and credibility
5. Review the five verbs of leadership and discuss ideas to implement them
6. Leadership self-assessment: Where do I score high and low? How can I improve my scores?
7. Improve your personal and team goal planning
8. Learn a framework for problem solving that you can use with your team
9. How to effectively coach your team wherever they are on the bell shaped curve
10. Review situational leadership styles and when to use each style
11. How to communicate and connect effectively even while working remotely
12. Why delegation often fails and how to delegate effectively
13. How to optimize your time based on your priorities to maximize effectiveness
14. Breaking down the five dysfunctions of a team
15. How to meaningfully appreciate and recognize your team

***Pre-work: Workplace Big 5 Assessment and Debrief**

Session 1 Kickoff: Understanding Your Role as a Transformational People Leader

- Welcome & Overview
- Introduction of Candidates (Name, title, what I hope to gain, personal example of an effective leader)
- Activity in Groups: How do you make the transition from an individual contributor to a people leader? What changed? What works and what doesn't work?
- Challenges and Obstacles for New People Leaders
- Skills Curve Review- People Skills vs. Technical Skills
- Over Managed and Under Led
- Eagles vs. Ducks
- Leadership Questions for Today
- Activity: What do strong leaders do & say? What do weak leaders do & say?
- Position Description #1
- Attitude of a Champion
- Activity in Groups: All time worst and best attitude traits & characteristics
- Discussion question: What are some different Leadership Styles? How would you describe your leadership style?
- Priority Matrix
- Review homework for next session

Session 2: Understanding Workplace Big 5, Communication & Connection

- Review Success Stories (Personal, Professional, Organizational)
- Overview of Workplace Big 5
- What did you learn from the assessment that surprised you about yourself?
- Discussion question: The area I hope to develop most is....
- Everyone Communicates: Few Connect
- The Seven C's of Effective Communication
- Effective Communication styles, Model for Effective Conversations (Manager as Coach)
- Activity: Listening Do's & Don'ts
- Active Listening
- Building Connections
- Activity: Barrier and Solution to connecting
- Priority Matrix
- Review homework for next session

Session 3: Building Trust and Coaching for Success

- Review Success Stories (Personal, Professional, Organizational)
- The 5 Levels of Leadership: What level are you? How would your team describe you? What are you doing to get to the next level?
- Building Trust & Credibility
- Review the Speed of Trust
- Activity: Trust Builders & Trust Busters
- Coaching for Success:
- Coaching Model
- Your team on the bell-shaped curve (high-performers, key contributors, low-performers)
- Proactive vs. Reactive coaching
- Checklist for performance management
- Activity: Great Leaders Who & Why?
- The Five Verbs of Leadership (Model, Inspire, Challenge, Enable, Encourage)
- The Five Verbs Self-Assessment
- Activity: Wow ideas for 5 verbs
- Priority Matrix
- Review homework for next session

Session 4: Situational Leadership and Conflict Resolution

- Review Success Stories (Personal, Professional, Organizational)
- Leadership Types- What type am I?
- Guiding Coalition (Enhancers, Neutralizers, Diminishers)
- Situational Leadership Overview (Directing, Coaching, Supporting, Delegating)
- Activity: When to use each style, Do's & Don'ts
- What style do I use most often with my team?
- Best practices for Delegation
- The Five Dysfunctions of a Team
- Effective Conflict Resolution
- The Four Types of Conflict
- Activity: Ask for examples of recent workplace conflicts
- Five Strategies for Resolving Conflict
- Activity: How Would You Resolve These Conflicts?
- Problem, Challenge, Obstacle Worksheet
- Crucial Conversations Framework
- Priority Matrix
- Review homework for next session

Session 5: Prioritization, Time Management & The Balance of Life

- Review Success Stories (Personal, Professional, Organizational)
- Goal-planning & setting priorities
- The Pareto Principle (80/20 rule)
- Discussion question: Why is time so important?
- Activity: Calculate your number of days
- Your 24 Hour Clock
- Top Time Wasters at Work
- Activity: Stephen Covey's Boulders, Gravel, Sand & Water
- Defining Personal & Professional Success for you
- Work & Life Alignment
- Activity: Fill in your Work & Life wheels
- Personal Behavior Changes equal an improved result
- Priority Matrix
- Review homework for next session

Session 6: Emotional Intelligence, Employee Engagement & Final Presentations

- Review Success Stories (Personal, Professional, Organizational)
- Emotional Intelligence Domains & Competencies (quiz & assessment)
- The importance of Self-Awareness (Which archetype are you?)
- Improving your Self-Awareness
- Employee Engagement: Understanding Motivation, Recognition & Appreciation
- Final Leadership Presentations (3-5 minutes)
- Program Surveys

This syllabus is for twelve hours of leadership development content as well as a Workplace Big 5 Assessment. All sessions will be two hours in length and conducted in person at the Career Center located at 330 Harris Hill Road. All participants will be given a course workbook to take notes, follow along with session activities, and complete homework assignments. Office hours for participants will be provided thirty minutes before the start and thirty minutes after each session ends.

- **The Investment for the Leadership Excellence Program is: \$1,500.00 per person**
- **All sessions will occur on Wednesdays from 9am-11am**
- **2022 Session dates are: 9/21, 10/5, 10/19, 11/2, 11/16, 11/30**
- **Program Facilitators are: Lindsey Zajac and Robert Bemiller**
- **To register please visit:**

[HTTPS://CPIBN.COM/LEADERSHIP-EXCELLENCE/](https://cpibn.com/leadership-excellence/)

For additional information or questions please call or email:

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