

HIGH IMPACT

Leadership Series

Learning Objectives

COMMUNICATION LEADERSHIP: KEY CONCEPTS

1. Difficult Conversations/Handling Conflict
2. Effective Communication and Meetings

Learning Objectives:

- Communicate more effectively by reframing words and actions to minimize disconnect
- Identify basic communication structures that work with any team and context.
- Identify when it is necessary to have a difficult conversation.
- Diagnose the different needs behind conflict, including your own.
- Recognize the power and empowerment of a well-resolved situation.
- Explore and practice conflict dialog and tools to face any situation with any person with compassion, effectiveness and influence.
- Recognize different people's needs before, during and after change, including your own.

THOUGHT LEADERSHIP: KEY CONCEPTS

1. Process Improvement
2. Strategic Thinking
3. Project Management
4. Decision Making

Learning Objectives:

- Collaboratively think through themes and patterns on teams and in workflow.
- Practice critical thinking skills for root cause.
- Identify and solve issues with better results.
- Explore time and project management concepts and skills.
- Discuss key components of critical thinking and its benefits.
- Evaluate problems from a variety of perspectives.
- Discuss and apply strategic and thinking models.

[\(\(\(Learn more and apply here\)\)\)](#)



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MANAGEMENT: KEY CONCEPTS

1. Goal/Expectation Setting
2. Performance Feedback/Coaching
3. Onboarding, Training and Retention
4. Emp. Engagement/Recognition
5. Transitioning Roles (Bud to Boss)

Learning Objectives:

- Create clear focus for employees.
- Create goals that are not just a list of projects or tasks.
- Measure goal progress and attainment.
- Connect individual goals with those of the team and the organization.
- Clarify what onboarding is and when it should start.
- Recognize key elements in an onboarding and training strategy.
- Discuss how to diagnose employee development level – new or tenured.
- Develop a coaching approach to further employee development with a particular skill or task.
- Discuss best practices for employee engagement.
- Explore how to navigate the tricky “Bud to Boss” transition.

CULTURE LEADERSHIP: KEY AREAS

1. Self-awareness and Emotional Intelligence
2. Improving Organizational Culture
3. Building Relationships
4. Creating a Fair and Accountable Workplace Culture

Learning Objectives:

- Recognize the power and impact self-awareness and emotional intelligence can have on you and your organization.
- Discuss how to empower employees to be more autonomous and accountable.
- Discuss implications of organizational culture.
- Build “invisible glasses” to see dynamics in a culture that are sometimes invisible.
- Creating a fair and accountable workplace culture:
 - Work through concepts and a framework to put in place a values-supportive model of shared accountability that drives continuous improvement.
 - Recognize the balance between what workers are accountable for and what organizations are accountable for.
 - Help individuals recognize the quality of their decisions and treat errors in a way that demands improvement, not perfection.

[\(\(\(\(Learn more and apply here\)\)\)\)](#)

