



Leadership Training Series



**All sessions are held
8 am to 12 noon**

21st Century Leadership: Strategies for Success (August 15 or 22, 2017)

Changing and conflicting roles of leaders in today’s chaotic business environment will create serious problems for anyone trying to create a vision and rally a group of followers in pursuit of it. We will examine how performance “happens” and how leaders can support it (or avoid being a barrier to it). We’ll discuss how to create opportunities to impact the contributions of every employee at all levels of the company.

Creating WOW!!! – Improving Service Delivery and Customer Value (September 14 or 28, 2017)

Every organization in every industry must be concerned about retaining and gaining customers. To do that, it is critical to understand changing customer needs, values, expectations, and perceptions ... then make every effort to align system processes and employee behaviors to exceed those needs and expectations. This means that the company must create memorable “WOW!!! moments” that can only be achieved through a system-wide commitment to quality and continuous service improvement (for internal customers as well as external ones).

Building and Sustaining Team Performance (October 19 or 26, 2017)

We’ll look at how teams come together (or don’t) and examine the dynamics of high performance teamwork. We will focus both on the overall leadership team and on the various teams of employees who report to them. High-performing teams don’t just happen. They must be created, guided, reinforced, and recognized for their collective performance. We will examine the process (stages and steps) needed to create a dynamic, high-performing team.

Accountability: Gaining Commitment and Creating Ownership (November 9 or 16, 2017)

We’d all like people to be more accountable but don’t always appreciate the different types of accountability needed. We will explore the key variables of accountability and how they are interconnected, interdependent, and mutually reinforcing. We will look at the basic components of eliciting the buy-in and commitment of others, particularly in light of what leaders must do and what they must avoid doing. An extensive checklist of action steps will be reviewed for each of these variables.

Influence and Persuasion Techniques (January 18 or 25, 2018)

Every person deals daily with some form of influence. They influence others (knowingly or not) and are being influenced by others (whether aware of it or not). We will explore the skills to influence positive business results for yourself and others without sacrificing key work relationships. We’ll review different levels of authority and examine the dynamics of how to use power, persuasion, and influence to improve performance and service delivery (even if you are not the person in charge of critical resources and decisions).

Managing Professional Growth: Setting and Achieving Powerful Development Goals (February 15 or 22, 2018)

The supervisor is the team’s model for ongoing professional growth. The need for employee development may be prompted by many things: a new and unfamiliar job/role (orientation/training); inadequate performance (corrective coaching); improving someone’s skills in an existing job (performance coaching); or preparing an employee for a new job (succession planning). We will examine the key principles of development and successful transfer of learning to their work environment. We will also look at how to use performance planning and management to support sustainable employee development.

Effective Delegation (March 15 or 22, 2018)

Many supervisors, especially new ones, struggle with delegating work to others. When they do attempt to delegate, they often commit errors that render the delegation ineffective. In this session, we examine the process of successfully delegating to others. This will merge the readiness of the person being delegated to (the art) and managing the critical steps needed (the science). In addition, we will demonstrate how to use delegation for employee development as well as for task accomplishment.

Understanding and Leveraging Emotional Intelligence (April 19 or 26, 2018)

The concept of Emotional Intelligence (EI or EQ) often seems fuzzy and disconnected from business performance and sustainable success. However, research has shown its value when it comes to establishing focus, making decisions, and managing relationships. We will examine the key elements of Emotional Intelligence as they pertain to day-to-day leadership actions, interactions, and impact on sustainable business success in a chaotic business climate.

Managing Conflict and Confrontation (May 10 or 17, 2018)

It has been estimated that 30% of a leader’s time is spent resolving conflicts ... his own and those of others. We’ll examine conflict and confrontation, both necessary (productive) conflict and disruptive (negative) conflict. We will consider the predictable conflict cycle (and how to break it before the conflict escalates) and look at alternatives to conflict management (mediation, negotiation). We’ll explore the “avoidable upsets” that occur in every organization and see how to determine who “owns” the conflict.



**This 2017-18 Leadership Training Series
is sponsored by Husky Energy**

Register Now



2017-2018 Leadership Training Series

Name: _____

Company: _____

Home Company Address or Box #:

City, State and Zip Code: _____

County of Residence: _____

Daytime Phone #: _____

Home or Cell Phone #: _____

Email Address: _____

CHECK WORKSHOP(S) TO ATTEND:

21st Century Leadership: Strategies for Success

August 15 (#L2163A) August 22 (#L2163B)

Creating WOW!!! Improving Service Delivery

September 14 (#L2164A) September 28 (#L2164B)

Building & Sustaining Team Performance

October 19 (#L2165A) October 26 (#L2165B)

Accountability: Gaining Commitment & Creating Ownership

November 9 (#L2166A) November 16 (#L2166B)

Influence & Persuasion Techniques

January 18 (#L2167A) January 25 (#L2167B)

Managing Professional Growth

February 15 (#L2168A) February 22 (#L2168B)

Effective Delegation

March 15 (#L2169A) March 22 (#L2169B)

Understanding & Leveraging Emotional Intelligence

April 19 (#L2170A) April 26 (#L2170B)

Managing Conflict & Confrontation

May 10 (#L2171A) May 17 (#L2171B)

PAYMENT INFORMATION

Total payment due:

Check Enclosed (payable to Rhodes State College)

Purchase Order #: _____

(Or attach PO to registration form. Read our invoicing policy!)

Credit Card: VISA MasterCard Discover Card

Name on card: _____

Card Number: _____

Expiration Date: _____

3-digit security code: _____

REGISTRATION FEE

All prices listed are per person, per workshop and include training materials and light refreshments.

All workshops are subject to cancellation if minimum enrollment is not met.

Credit cards are not processed until just before the listed class start date.

Any 4-Hour Leadership Workshop:

\$120 Participant fee

\$110 WCOMC member discounted fee

\$100 **Early Bird** discounted fee

Early Bird registrations must be received no later than 2 weeks (14 calendar days) before the workshop start date.

Registration confirmations, including class location, maps and directions, will be sent at least one week prior to each listed start date.

REGISTRATION FORM

Make checks payable to Rhodes State College

MAIL: Rhodes State College, c/o WEDCE

4240 Campus Drive, Lima OH 45804.

FAX: (419) 995-8096

PHONE: (419) 995-8351 (8:30am to 4:30pm, weekdays)

EMAIL: Eilerman.T@RhodesState.edu (Tammy Eilerman)

REFUND, INVOICING & CANCELLATION POLICIES

- You can withdraw from a workshop up to 3 days before its start date. A fee of \$15 applies to any such cancellation for this series.
- You will be charged 50% of the fee paid for cancellation within 3 days of the respective start date.
- No refunds are issued for no-shows. Substitutions are welcome.
- A full refund will be issued if a course cancels.
- A \$25 late payment charge will be imposed for non-payment of an invoice within the payment terms given on the invoice. Typical payment terms are net 30 days.
- WEDCE reserves the right to adjust these policies as needed.