Essentials of Management

- Communicating with Clarity and Consistency
- The Fundamentals of Leading Distributed Teams
- Leading Effective One-on-Ones
- Coaching Principles for Managers

Emotional Intelligence

- Cultivating a Growth Mindset
- Self Awareness & Managing Emotions
- Empathy & Relationship Management
- Master Class in Listening

High Performing Teams

- Motivating to Get the Best from your Team
- Reimagining How to Give & Receive Feedback
- Creative Problem Solving for Enhanced Collaboration
- Healthy Conflict for a Distributed Workforce

Inclusion & Belonging

- Start with Why: Approaching DEI with Authenticity
- Recognizing Bias and Reimagining Systems
- Increasing Trust & Belonging
- Exploring Privilege and Allyship

Maximizing Productivity

- Prioritizing Your Time & Doing the Right Work
- SMART(IE) Goals: An Action Plan for Success
- The Art of Delegation and Getting Results through Others
- Leading Purposeful & Effective Meetings

Each training is 75-90 min, expert-led, virtual and interactive

Essentials of Management

Training Sessions:

- Communicating with Clarity & Consistency

- Fundamentals of Leading Distributed Teams

- Leading Effective One-on-Ones

- Coaching Principles for Managers
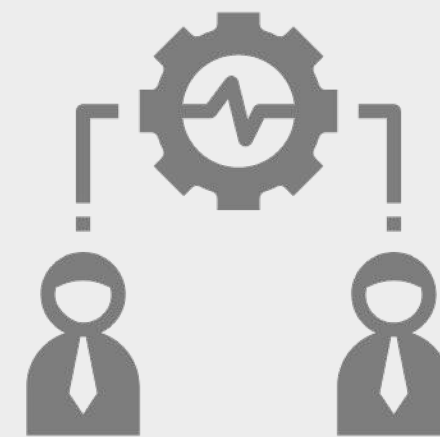
Communicating with Clarity and Consistency

About this Leadership Training:

Effective communication allows leaders to cut through the noise, and bring greater focus and alignment to their teams. In this leadership training, we'll discover how to provide clarity even when the outcomes are unknown and learn best practices for communication in the face of uncertainty. We'll learn the key questions to ask to help develop clarity and consistency for your team and explore the role that vulnerability plays in authentic communication.

Key Concepts:

• Patrick Lencioni's Organizational Clarity Model

Activities:

• Reflect on where your organization or leadership lacks clarity

• Breakout discussion with scenarios to apply the Clarity model and best practices in consistency

Skills & Attributes:

• Proactive communication
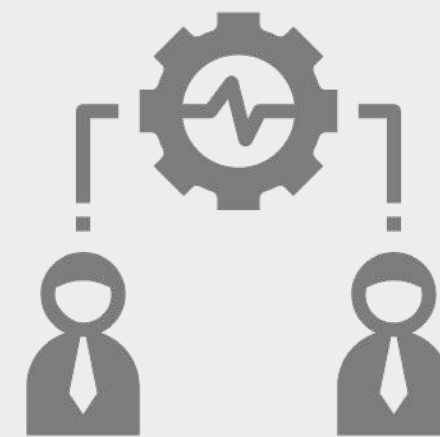
• Strategic thinking

• Trust building

About this Leadership Training:

Our world has shifted (rather drastically) to a hybrid work environment with some team members in the office and others working remotely. For managers, this presents a unique set of challenges that need to be addressed in order to ensure success. In this training, we'll help leaders learn how to prioritize the FFT (Fairness, Flexibility and Trust) Framework to encourage a healthy and productive work environment. We'll highlight best practices for a hybrid environment in the key areas of communication, collaboration and connection.

Key Concepts:

- FFT Framework: Fairness, Flexibility & Trust for distributed teams

Activities:

- Breakout discussion to address common hybrid team challenges

- Reflection and action planning to identify the key activities you need to implement for team alignment

Skills & Attributes:

- Communication
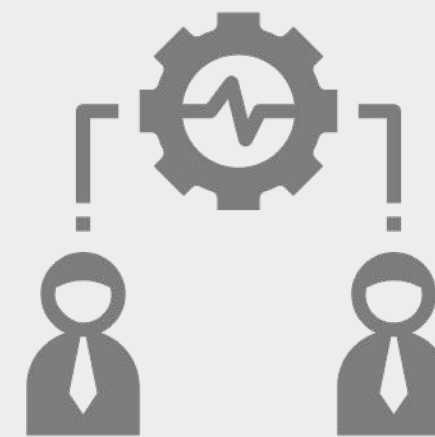
- Collaboration

- Relationship-building

About this Leadership Training:

1 on 1 meetings are an essential tool for leaders. Whether you oversee a department, have direct reports or lead projects, it's important to understand the why, the what and the how of effective 1 on 1's. Join us for this training as we uncover the power that effective 1 on 1's have on employee engagement and ultimately, organizational health. We will answer questions such as: "How often should we meet? What questions can/should I ask? Should I set the agenda or let the team member take the lead? Through research backed content, discussion and application, you'll create your action plan for tackling your next 1 on 1 with confidence.

Key Concepts:

- HBRs best practices for 1-on-1s

- Before / During / After Outline

Activities:

- Breakout discussion to explore common meeting pitfalls and how to overcome them

- Create an outline and action plan for your next 1-on-1 meeting

Skills & Attributes:

- Proactive communication

- Relationship building

- Results-orientation

# Coaching Principles for Managers

About this Leadership Training:

Your leaders are most effective when they are coaching their people to be their best, yet most managers simply tell their people what to do. When leaders learn and apply coaching skills in their management of team members, people make better decisions, solve problems more efficiently, and progress in their careers. In this leadership training, we will dig into what it means and what it looks like to be a coach for your team members. You will learn an effective coaching model to use to help your people grow, and we will identify and discuss the two key coaching behaviors that are most desired by those we manage.

Key Concepts:

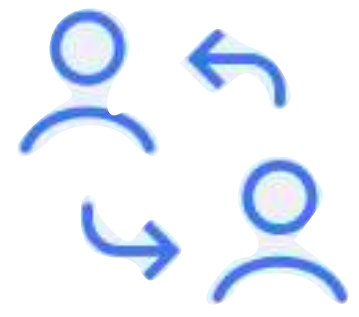- The GROW Model as a coaching framework
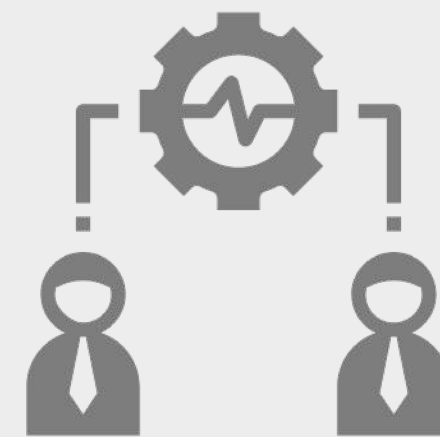
Activities:

- Identify the difference between teaching and coaching and when each are appropriate

- Breakout discussion with practice scenarios to apply the GROW Model

Skills & Attributes:

- Motivating others

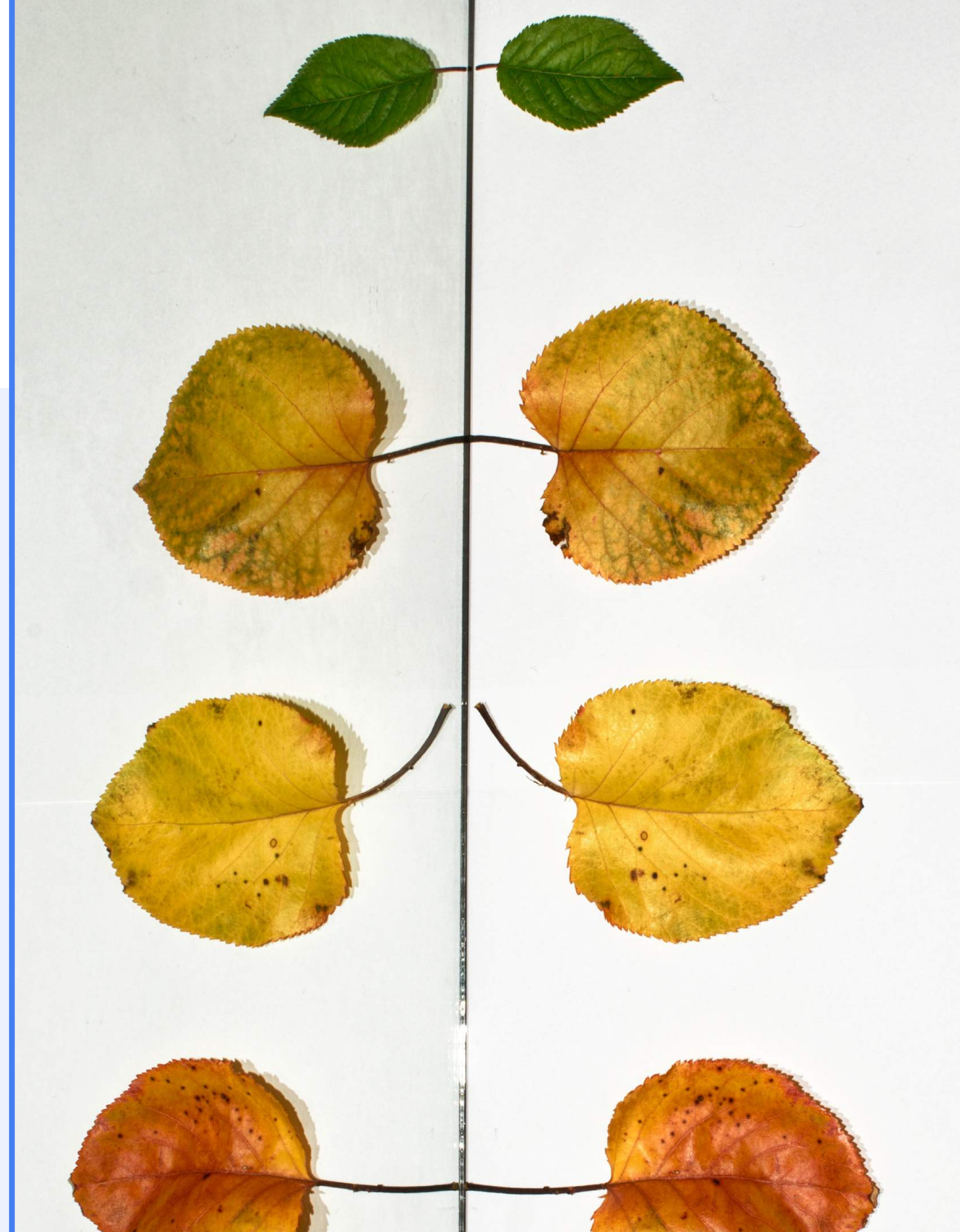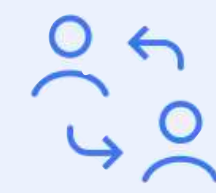- Developing others

- Accountability

Emotional Intelligence

Training Sessions:

- Cultivating a Growth Mindset

- Managing Emotions through Self-Awareness

- Empathy & Relationship Management

- Master Class in Listening
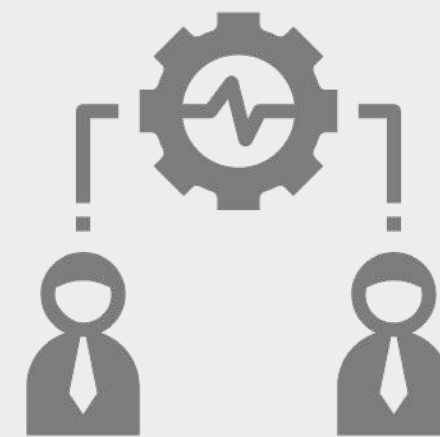
Cultivating a Growth Mindset

About this Leadership Training:

Many leaders limit their potential by focusing only on the skills and behaviors needed for the job, never addressing the mindsets that shape our entire leadership journey and career. By fostering a growth rather than a fixed mindset, teams and organizations increase collaboration, innovation and productivity. In this leadership training, we will learn the importance of a growth mindset and how to shift from fixed to growth-minded thinking while identifying specific opportunities for cultivating and fostering this approach on your team and as a leader.

Key Concepts:

- Carol Dweck's research on growth vs. fixed mindset
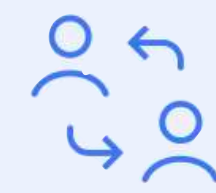
- Intellectual vs. Emotional curiosity

Activities:

- Reflection activity on personal mindset

- Breakout discussion on benefits and opportunities for growth mindset

Skills & Attributes:

- Curiosity
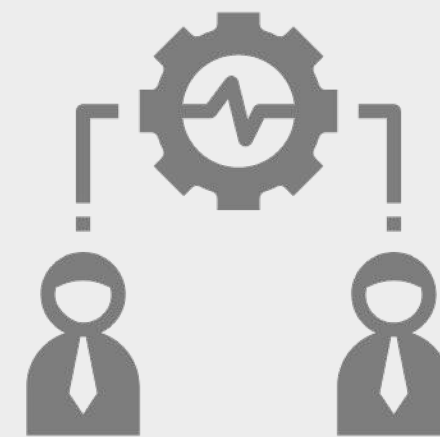
- Learning agility

- Resilience

About this Leadership Training:

Self-awareness is the foundation of emotional intelligence and the key to a life of integrity and success. Self-awareness is also how we learn to manage our emotions and one of the keys to effective leadership of self and others. In this leadership training, we will explore both internal and external self-awareness and how to grow in both areas. We will learn how to recognize emotions, understand what they are telling us, and discuss effective responses to real-life scenarios. greater emotional health and leadership effectiveness.

Key Concepts:

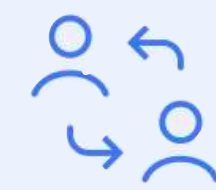- Daniel Goleman's framework on emotional intelligence

Activities:

- Personal assessment on self-awareness

- Breakout discussion with scenarios involving managing emotions

Skills & Attributes:

- Self-recognition

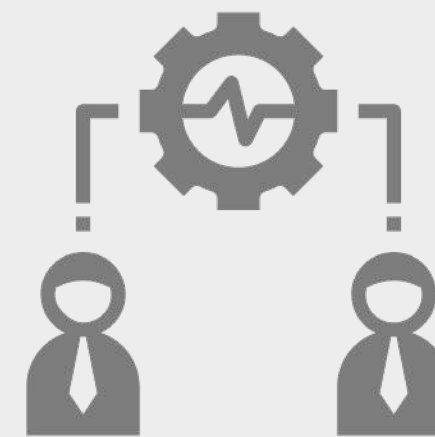- Self-management

- Receiving Feedback

About this Leadership Training:

Empathy continues to rank as one of the top competencies for good leadership and a significant predictor of success. Empathy is the cornerstone of effective relationship management, and allows leaders to inspire followers, build trust, and drive their team toward their goals. In this leadership training, we provide the strategies and habits to cultivate more empathy, both in the workplace and beyond. We will learn how to build relationships that will boost your team's creativity, enhance their ability to negotiate effectively and improve overall team satisfaction.

Key Concepts:

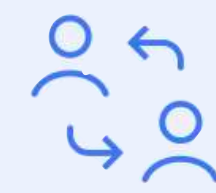- Daniel Goleman's framework on emotional intelligence

Activities:

- Reflection activity on experiencing empathy

- Breakout discussion with scenarios for applying empathy

Skills & Attributes:

- Social recognition

- Social management

- Perspective taking

Master Class in Listening

About this Leadership Training:

Good leaders all have one thing in common: they are great listeners. Active listening provides the foundation for better communication, increased engagement and a more inclusive organization. In this leadership training, we'll cover the (6) steps of active listening: paying attention, withholding judgment, reflecting, clarifying, summarizing, and sharing. We'll discuss the difference between active listening and three other listening styles. We'll learn how we can be better listeners in our personal and professional lives and apply effective techniques to absorb, understand, respond, and retain what is being said during communications.

Key Concepts:

- The four primary listening styles

- The 6 Steps of Active listening
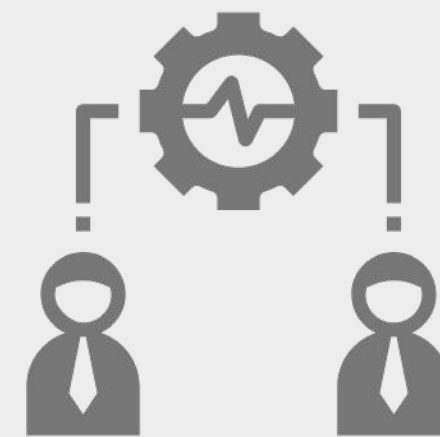
Activities:

- Discuss the differences and benefits of various listening styles

- Practice active listening in breakout pairs & provide feedback

Skills & Attributes:

- Active listening

- Strategic thinking

- Empathy

Learning Track:

High Performing Teams

Training Sessions:

- Motivation: Get the Best from Your Team

- Reimagining How to Give & Receive Feedback

- Enhance Collaboration through Creative Problem Solving

- Healthy Conflict for a Distributed Workforce
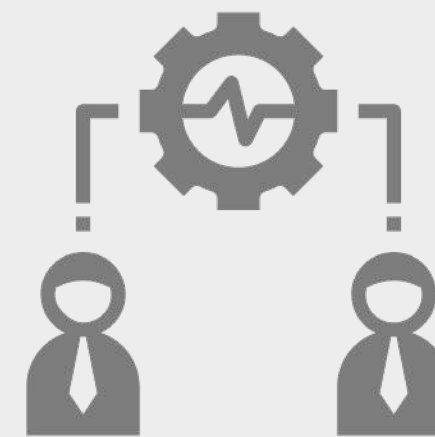
Motivation: Get the Best from Your Team

About this Leadership Training:

Motivation is the willingness to get the job done by starting rather than procrastinating your work. Persisting in the face of distractions and investing enough mental effort to succeed accounts for 40% of the success of team projects, yet managers are often at a loss as to how to effectively motivate team members. In this leadership training, we will explore how the science behind motivation can be one of your most effective levers in employee performance. We will also apply proven intrinsic and extrinsic motivational techniques and discuss your own workplace scenarios.

Key Concepts:

- Maslow's Hierarchy of Needs

- Self-Determination Theory

Activities:

- Breakout discussion on what de-motivates people and what to do about it

- Apply proven techniques to your workplace scenarios

Skills & Attributes:

- Motivating others

- Influence

- Developing others
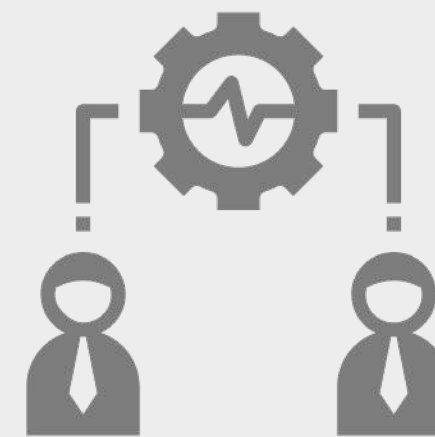
Reimagining How to Give & Receive Feedback

About this Leadership Training:

According to surveys, managers rank giving direct feedback as the communication responsibility that makes them most uncomfortable. If done poorly, feedback can easily demotivate and cause tension, but when feedback is done well, team members and your organization will benefit. In this leadership training, we will discover and practice a framework to deliver feedback that results in meaningful change, strengthened employee relationships and increased confidence for you as a leader. We will also provide practice opportunities to talk through reinforcing and redirecting feedback during this session.

Key Concepts:

- SBIR Framework (Situation, Behavior, Impact, Reinforce/ Redirect)

Activities:

- Identify fears of giving/receiving feedback and the benefits of doing it effectively

- Practice delivering and receiving reinforcing and redirecting feedback in pair breakouts

Skills & Attributes:

- Giving and receiving feedback

- Effective Communication

- Self-awareness

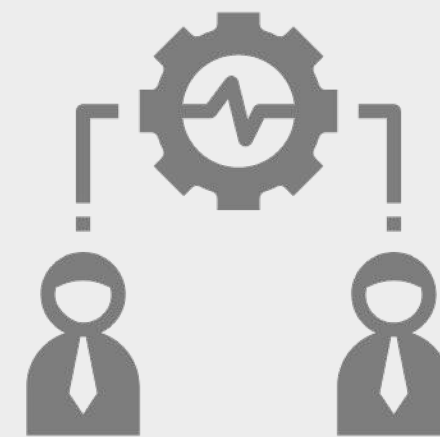# Enhance Collaboration through Creative Problem Solving

About this Leadership Training:

For most of us, problem solving is a daily requirement--it demands our time and attention, and the process is often complicated when team members take different approaches to issues. What if there was an effective and repeatable framework for problem solving that could actually unleash creativity, encourage productive dialogue, and tap into the strengths of your team members (and you)? In this leadership training, we will dive into the FourSight design thinking tool and explore the benefits it can provide your entire team. You will have the opportunity to self-identify your strengths in this model and learn how to apply this framework to a current challenge on your team.

Key Concepts:

- FourSight Collaboration Model

Activities:

- Take a self-assessment to determine your strength in the FourSight Model

- Breakout discussion to apply the Model and collaboration best practices to a current team situation

Skills & Attributes:

- Problem solving

- Team-orientation

- Strategic thinking

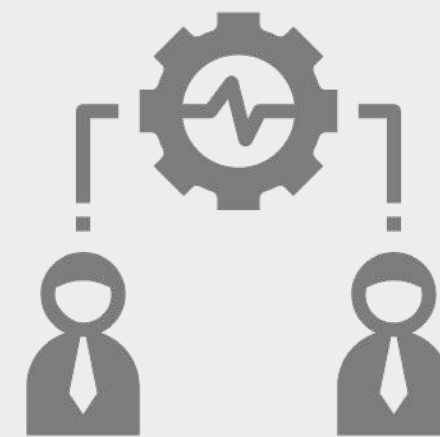# Healthy Conflict for a Distributed Workforce

About this Leadership Training:

Conflict is a reality in the workplace and presents unique challenges in a distributed or hybrid environment. Handling conflict with a balance of confidence and humility is the sign of a purpose-driven leader and will create a culture of trust and collaboration on your team. In this leadership training, we will uncover the five modes of conflict, your conflict preferences, how to be versatile in your approach, and learn best practice methods for conflict resolution (remote or in-person).

Key Concepts:

- Thomas Kilman Instrument (TKI) modes of conflict

- Relationship between trust and conflict

Activities:

- Self-assess your primary or preferred mode of conflict

- Breakout discussion to apply conflict resolution techniques to a current work challenge

Skills & Attributes:

- Self-awareness

- Conflict resolution

- Results-orientation

Learning Track:

Inclusion & Belonging

Training Sessions:

- Start with Why - Approaching DEI with Authenticity

- Recognizing Bias and Reimagining Systems

- Increasing Trust & Belonging

- Exploring Privilege and Allyship

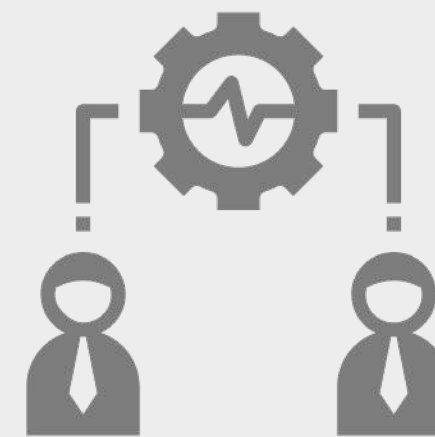# Start with Why - Approaching DEI with Authenticity

About this Leadership Training:

Laying the foundation for effective diversity and inclusion work requires thoughtful focus. Our team members can tell if we are simply checking boxes or if we truly understand what's at stake in this conversation and work. In this leadership training, we explain the importance of reflecting on your lived experience and identifying your personal "why". We will share research on how diversity and belonging affect the innovation, productivity and profit of organizations. We will also identify the behaviors and practices that will help you take the next step on your journey to become a more inclusive leader.

Key Concepts:

- The business case for diversity, equity and inclusion

Activities:

- Breakout discussion to share how your lived experience with DEI has shaped your leadership

- Reflection activity to identify behaviors to lead to a more inclusive culture at your organization

Skills & Attributes:

- Self-reflection

- Inclusive leadership

- Growth mindset
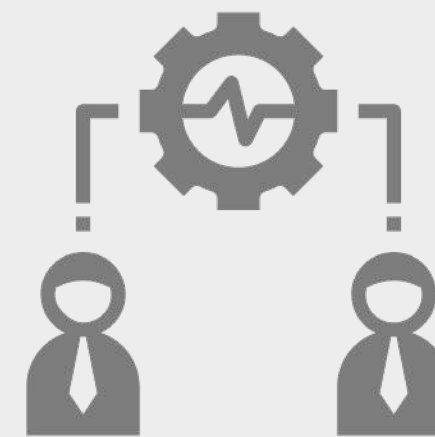
Recognizing Bias and Reimagining Systems

About this Leadership Training:

Everyone has implicit biases that influence how we see the world, approach our work, and make decisions. Learning to recognize our biases and implement practices for inclusion will create a healthy and thriving organization. In this leadership training, we will explore barriers to advancing DEI and how to address them. We will uncover the most common types of biases and how they affect our work, both individually and as leaders. You will explore how to mitigate these biases and address the systems and structures that may be preventing greater diversity, equity and inclusion at your organization.

Key Concepts:

- 4 Common Workplace Biases

- 3 Systems to approach more inclusively

Activities:

- Reflection exercise to identify the biases you struggle with most, how they show up and how you can interrupt them

- Breakout discussion to identify how you can lead more inclusively within the systems of your organization

Skills & Attributes:

- Self-awareness

- Interrupting bias

- Inclusive leadership
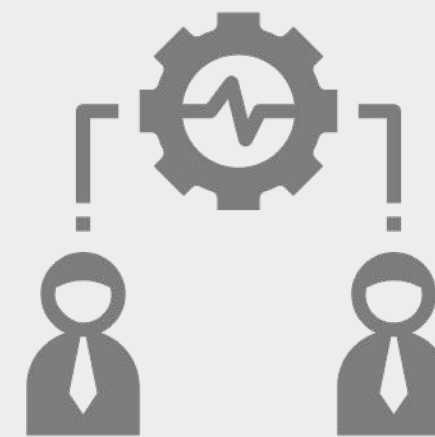
Increasing Trust & Belonging

About this Leadership Training:

In Google's Project Aristotle, the company examined what makes a capable team, and found that who is on a team is less important than how the team members interact. It turns out that the presence of trust, openness, and psychological safety within a team are imperative for productivity and positive impact. Pulling on Google's research and the four key elements of belonging, this leadership training will provide key insights for leaders and teams looking to cultivate trust, cohesion and ultimately high performance in their organization.

Key Concepts:

- Google's Project Aristotle Research

- The 4 elements of belonging

Activities:

- Identify trust builders and trust breakers and you can increase trust on your team

- Breakout discussion to identify the opportunities areas for increasing belonging on your team

Skills & Attributes:

- Trust building

- Creating healthy culture

- Inclusive leadership

Exploring Privilege and Allyship

About this Leadership Training:

The ongoing racial justice movement is not only shining a spotlight on our systemic racism, it is raising awareness of workplace discrimination and inequity. As leaders, we have the opportunity to change our organization for the better. In this leadership training, we will explore the concept of privilege and how systems and processes at our organization may benefit some individuals while oppressing others. We will define allyship and the responses you can choose from when you see or experience discrimination or other behavior that does not align with a culture of inclusion. We will also identify how to use our influence to create a more equitable and inclusive workplace for all.

Key Concepts:

- The Wheel of Power & Privilege

- Intersectionality

- The Ally Continuum

Activities:

- Identify your own experience of privilege and discuss how privilege creates inequity in the workplace

- Breakout session to identify where you land on the ally continuum and steps you can take to advance

Skills & Attributes:

- Humility

- Advocacy

- Inclusive leadership

Maximizing Productivity

Training Sessions:

- Prioritizing Your Time & Doing the Right Work

- SMART(IE) Goals: An Action Plan for Success

- Empowering Others through the Art of Delegation

- Leading Purposeful & Effective Meetings

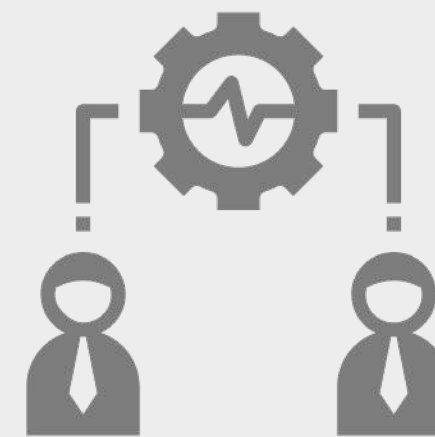# Prioritizing Your Time & Doing the Right Work

About this Leadership Training:

Time is your ultimate resource. Strategically planning your schedule and making the most of your day doing the right work is essential for effective leadership. In order to know where to focus your time, you need to have clarity about the purpose of your role and how you will succeed. In this session, we will walk you through a leader clarity framework to help you prioritize and organize your work. We will explore a bit of brain science and share an experiment to help you learn how to arrange your day in ways that bring more energy and enjoyment to your work and life overall.

Key Concepts:

- Adaptation of Patrick Lencioni's clarity model for individual leaders

- Eisenhower Productivity Matrix

Activities:

- Answer the clarity questions for your current leadership role to identify priority tasks and activities

- Breakout discussion on steps you could take to optimize your daily/ weekly schedule

Skills & Attributes:

- Time management

- Results-orientation

- Mental health

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# SMART(IE) Goals: An Action Plan for Success

About this Leadership Training:

Do you ever wonder why certain leaders consistently produce results, while others often fall short of their goals? Delivering desired outcomes requires a combination of strategic planning and disciplined action. In this leadership training, we will provide you with the tools you need to accomplish your short and long-term goals. You will understand what questions to ask, learn a framework for thoughtful, inclusive and equitable goal setting and identify habits to support consistent results.

Key Concepts:

- The SMART(IE) Goal Framework
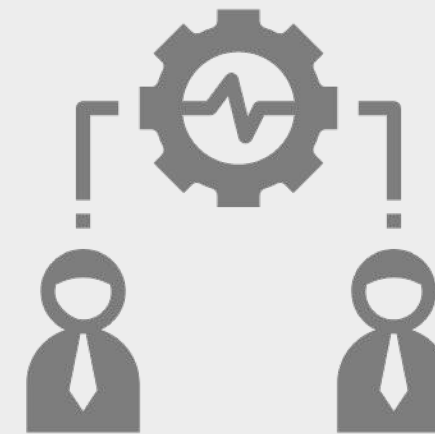
Activities:

- Apply the S.M.A.R.T.(I.E.) goal framework to a current work situation

- Breakout discussion to identify habits that will lead to disciplined action and improved results

Skills & Attributes:

- Strategic thinking

- Results orientation

- Accountability

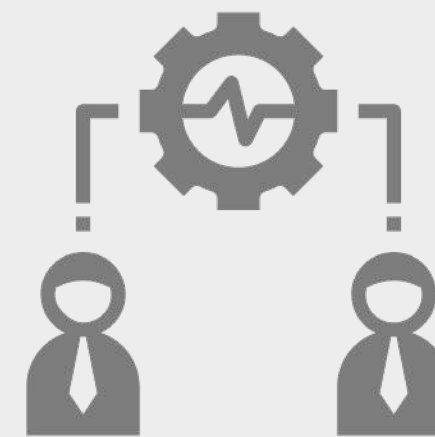# Empowering Others through the Art of Delegation

About this Leadership Training:

Delegating effectively is one of the most critical skills a people leader needs to learn. Getting proper buy-in, providing a sense of ownership, and maintaining follow through are all necessary components of delegating effectively, but there is a lot more to it than that. In this interactive leadership training, we will provide a useful model for effective delegation, explore what inhibits and enables others, and learn how delegation can truly empower your team members.

Key Concepts:

- William Bridges Managing Transitions Model

Activities:

- Breakout discussion to identify your primary delegation inhibitor(s)

- Apply the 4 Ps (Purpose, Picture, Plan and Part) to one of your delegation opportunities

Skills & Attributes:

- Developing others

- Motivating others

- Effective communication
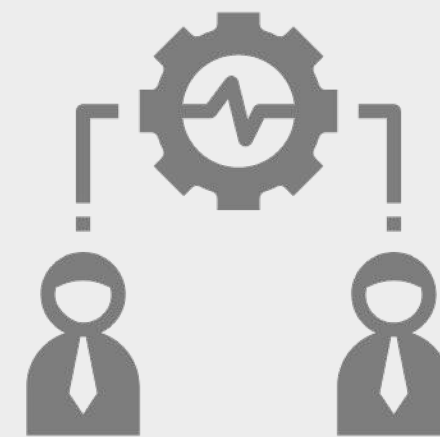
Leading Purposeful and Effective Meetings

About this Leadership Training:

Meetings are essential for enabling collaboration, creativity, and innovation in any organization; unfortunately, most meetings are a terrible waste of time. You have the power to change ineffective meetings by focusing on the who, when, and how of your conversations. In this leadership training, you will learn how to get better results by approaching meetings with an eye towards efficiency while not forgetting the "human factor". We will explore pre-meeting best practices as well as how to get the most accomplished during meetings and post-meeting strategies. We will also identify the facilitator skills you need to hone to become a meeting maven.

Key Concepts:

- Priya Parker's The Art of Gathering insights for purposeful meetings

Activities:

- Breakout discussion on what you've learned from best and worst meetings ever

- Application exercise to plan a meeting with your new tools and mindset

Skills & Attributes:

- Result-orientation

- Strategic thinking

- Meeting facilitation