

# Emerging Leaders



Gain the skills a new leader needs to transition from being an independent contributor to leading others. Receive support for your new role and prepare for more advanced leadership training. Explore concepts such as adjusting to a leadership role, interacting with people of various personalities, communicating effectively, resolving conflict, setting goals, and managing time.

Each topic is a four hour class. After completing, participants are awarded a state recognized non-credit Training Certificate.

Classes will be held live via Zoom and by an expert facilitator. \$695/participant

Session 1	The New Leader
Session 2	Leadership Interaction Styles
Session 3	Communication Strategies
Session 4	Conflict and Difficult Workplace Behavior
Session 5	Setting Goals and Reviewing Results
Session 6	Time Management



## For more information:

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For accommodations, contact the  
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503-594-6357 • [drc@clackamas.edu](mailto:drc@clackamas.edu)



**The New Leader:**

The shift from individual contributor to a lead or leader is significant. This course creates a smooth transition through identification of core values, relationship building and addressing challenging situations.

**Conflict and Difficult Workplace Behaviors:**

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize negative impact. Leaders are introduced to the five most common conflict resolution styles and practice effective techniques for handling difficult workplace behaviors.

**Leadership Interaction Styles:**

This course will help leaders understand how to identify and manage individuals with different personalities and behavior styles in order to enhance communication, strengthen teams, improve coaching, and development. Participants learn the skills to relate to others based on strengths and styles, which builds trust and rapport, fosters productivity, and ultimately increases customer satisfaction.

**Setting Goals and Reviewing Results:**

This course will delve into the details of planning, scheduling and giving feedback. Leaders are also introduced to the goal setting model of SPIRIT to help them set and track progress.

**Communication Strategies:**

This course helps leaders communicate effectively through listening, presenting ideas clearly, and understanding effective and ineffective verbal and non-verbal communication techniques.

**Time Management:**

This course teaches leaders how to organize their schedules and workspaces for peak efficiency. Leaders also learn that time management is more than making lists, but rather making good decisions, communicating effectively, and recognizing what they can (and cannot) control and influence.

