

Leadership & Management Excellence

STRATEGIES FOR SUCCESS

Learning Series

About This Course

This engaging, seven-week virtual learning series will equip you with the knowledge and skills needed to successfully lead people. The training is practical and relevant for formal and informal leaders. Led by a nationally known leadership expert, each session will feature a unique topic, opportunities to apply the learning and take-home resources. Two time options are available 9:00-11:00 AM or 1:00-3:00 PM.

Session

1

TUESDAY, SEPTEMBER 19

EMPLOYEE ENGAGEMENT

How to be the Best Boss Your Employees Ever Had

LEARNING OBJECTIVES

- Understand the key difference between Positional Authority and Influential Leadership
- Determine the role of the direct supervisor in Employee Engagement
- Discover the key difference between Employee Satisfaction and Employee Engagement
- Identify 7 practical, no-cost ways to regularly engage employees

Session

2

TUESDAY, SEPTEMBER 26

EMPLOYEE ACCOUNTABILITY

How to Address Poor Behaviors and Attitudes

LEARNING OBJECTIVES

- Understand the importance of addressing underperformers
- Identify the Steps of the D-I-R-E-C-T Model of Corrective Feedback
- Apply the D-I-R-E-C-T Model of Corrective Feedback to Real-Life Situations
- Identify the Steps to Create Organization Wide Behavioral Standards

Session

3

TUESDAY, OCTOBER 10

BUILDING HARMONY

How to Manage Conflict and Work Through Differences

LEARNING OBJECTIVES

- Explain the Right Mindset to Avoid Conflict
- List Constructive and Destructive Conflict Behaviors
- Describe the 5 Effective Approaches to Conflict
- Identify the 4 Stages of the Conflict Resolution Process
- Explain the Conflict Mediation Process between Two Co-Workers
- Explain the Conflict Mediation Process between Two Groups

Session

4

TUESDAY, OCTOBER 17

HIRE SMART

How to Interview, Select, and Onboard the Right People

LEARNING OBJECTIVES

- Identify the costs of a mis-hire
- List the items to look for when reviewing a resume
- Describe the 4 Types of Interview Questions
- Identify Best Practices in Interviewing
- Explain the Candidate Evaluation Process
- Identify Best Practices in New Employee Orientation

Session

5

TUESDAY, OCTOBER 24

SERVICE EXCELLENCE

How to Deliver a Great Customer Experience

LEARNING OBJECTIVES

- Understand the power of 1st Impressions
- Identify the areas needed for planned responses
- List common phrases vs. winning words
- Explain the H.E.A.R.T. Model
- List the 3 Elements of Service Excellence

Session

6

TUESDAY, OCTOBER 31

EMOTIONAL & RELATIONAL INTELLIGENCE

Managing Yourself and Your Relationships

LEARNING OBJECTIVES

- Identify the Two Primary Qualities of a Successful Person
- Understand the benefits of the Growth Mindset
- List the 3 Steps to move from Reacting to Responding
- 5 Strategies for Effective Communication
- List 5 Strategies to Remember Names
- Understand the 4 Primary Personal Styles and how to Adapt to Each Style

Session

7

TUESDAY, NOVEMBER 7

PERSONAL EFFECTIVENESS & REPLENISHMENT

How to be in Control, Make the Most of Your Time, and Enjoy Life

LEARNING OBJECTIVES

- List the 3 Common Approaches to Personal Productivity
- Identify the Benefits of a Master Task List
- Identify the 3 Ways to Clarify Priorities
- List the Steps in Weekly Planning
- Differentiate Between a Closed and Open Daily Task List
- Identify 4 Ways to Overcome Procrastination
- List the 5 Levels of Delegation
- 5 Ways to Renew and Replenish Yourself

“This course has provided us with *all of the tools to be successful.*”



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