

Leadership and Management Skills

The Leadership Challenge Workshop

Workshop Description: *Leadership is Everyone's Business!* In today's world there are countless opportunities to make a difference. And more than ever there is a need for people to inspire us to dream, to participate, and to persevere.

The Leadership Challenge offers everyone the chance to do just that – to take the initiative and make a difference. This workshop is about how leaders mobilize others to want to get extraordinary things done. It's about the practices leaders use to transform values into actions, visions into realities, obstacles into innovations, separateness into solidarity and risks into rewards. It's about a climate in which people turn challenging opportunities into remarkable successes.

Workshop Objectives: When participants complete the Workshop they will be able to:

- Identify their leadership strengths and weaknesses
- Communicate their fundamental values and beliefs, while setting the example for others by aligning actions with shared values
- Express their image of the future & inspire others to share a common vision
- Search for opportunities to take the risks needed for growth
- Build collaboration, teamwork and trust, while strengthening the ability of others to excel
- Recognize the accomplishments of others

Managing People for Results

Workshop Description: This workshop will help participants manage people more successfully in an ever changing, competitive and global environment. It takes into consideration the bottom-line and focuses on how managing through people can improve results.

Workshop Objectives: When participants complete the Workshop they will:

- Be able to differentiate between leading and managing effectively
- More deeply appreciate the relationship between leaders and followers
- Understand McGregor's Theory X versus Theory Y assumptions, determine where they fit on the spectrum and what implications it has on their role as a manager or leader
- Be introduced to a Leadership Continuum and the traits of effective leaders
- Walk away with a prioritized action plan they develop and commit to implementing for improved results

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Building and Sustaining Organizational Culture

Workshop Description: This workshop will help participants build and sustain a strong organizational culture. Emphasis will be on the correlation between strong cultures and improved organizational performance.

Workshop Objectives: When participants complete the Workshop they will:

- Define organizational culture and explain its function
- Understand how organizational culture evolves and is conveyed
- Contrast the characteristics of strong and weak cultures and the implications of each
- Understand how leaders can manage and influence culture
- Walk away with a prioritized action plan they develop and commit to implementing for improved results

Making Decisions

Workshop Description: This workshop will help participants understand decision making as a social process. The focus will be on models of decision making, pitfalls to effective decision making, their personal approach and how to improve for better results.

Workshop Objectives: When participants complete the Workshop they will:

- Understand why decision making is a social process
- Be able to describe five models of decision making
- Explain pitfalls, such as group think
- Identify their personal approach to organizational decision making
- Walk away with a prioritized action plan they develop and commit to implementing for improved results

Utilizing Power and Influence

Workshop Description: This workshop will help participants understand power and influence at an elevated level. Focus will be on the application for improved bottom line results.

Workshop Objectives: When participants complete the Workshop they will:

- Understand various sources of power and how they can be applied for positive results
- Be able to identify influence tactics used on the job
- Utilize influence styles
- Walk away with a prioritized action plan they develop and commit to implementing for improved results

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Empowerment & Coaching for Success

Workshop Description: This workshop will help participants understand how culture impacts empowerment and coaching. It will focus on how empowerment and coaching techniques correlate to high-performing organizations.

Workshop Objectives: When participants complete the Workshop they will:

- Understand the characteristics of high-performance organizations
- Distinguish between traditional and shared leadership approaches of management
- Define and understand how to empower individuals, teams and departments
- Identify coaching types
- Explain how culture impacts empowerment and coaching
- Walk away with a prioritized action plan they develop and commit to implementing for improved results

Coaching the Coach

Workshop Description: This workshop is designed to give managers/leaders the tools necessary to coach other managers, teams or individuals to excel and align themselves with the organization's mission, objectives and strategies.

Workshop Objectives: At the end of this workshop participants will

- Understand their role as a leader and coach
- Have worked through each step in the leadership/coaching prototype including visions, goals, action plans, follow-up and feedback
- Be able to mentor subordinates through formal coaching sessions
- Understand higher level coaching concepts such as performance management, motivation, interpersonal skills and conflict resolution
- Walk away with a prioritized coaching action plan they develop and commit to implementing

Performance Management

Workshop Description: This workshop will help participants execute the performance management system effectively and with improved results. This workshop can be customized to fit the organization's existing performance management system.

Workshop Objectives: When participants complete the Workshop they will:

- Understand the importance of performance feedback
- Work through the performance appraisal process
- Identify and demonstrate the components of effective appraisals
- Distinguish between effective and ineffective feedback
- Walk away with a prioritized action plan they develop and commit to implementing for improved results

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Managing Change Proactively

Workshop Description: This workshop is designed to help individuals or teams proactively function in an ever changing environment. Focus is on understanding the nature of change to understanding the components in the change process to overcoming resistance.

- Workshop Objectives:** At the end of this workshop participants will
- Appreciate change
 - Explain essential components in the change process
 - Understand the leader's role in the change process
 - Be able to overcome resistance
 - Walk away with a prioritized action plan they develop and commit to implementing

Motivating for Results

Workshop Description: This workshop is designed for participants who must motivate or work through people to produce results.

- Workshop Objectives:** At the end of this workshop participants will
- Realize that people are unique and motivated differently
 - Understand motivational theories and their implications to leaders as motivators
 - Understand goal setting, feedback and rewards
 - Discern motivational pitfalls
 - Walk away with a prioritized action plan they develop and commit to implementing

Customer Service & Sales Skills

Enhancing Customer Service Skills

Workshop Description: This workshop is designed to give customer service representatives a process for developing or leveraging every customer interaction. It focuses on techniques to enhance service, go beyond client expectations and set their organization apart. Knowledge transferred in this workshop can be applied to face-to-face or telephone customer service skills.

Workshop Objectives: At the end of this workshop participants will

- Understand the importance of their role as service providers – either on the telephone or face-to-face
- Have worked through each step in the customer service cycle including greeting, building rapport, identifying needs, helping, going beyond expectations and thanking
- Be able to turn difficult client situations into opportunities
- Apply higher level service techniques
- Walk away with a prioritized action plan they develop and commit to implementing

Building Consultative Relationships; One Client at a Time

Workshop Description: This workshop is for any sales person responsible for building client relationships. The workshop is designed to give participants a process for developing or leveraging every client relationship. It will focus on techniques to enhance relationships, provide consultative suggestions, overcome objections, get appointments and close the deal.

Workshop Objectives: At the end of this workshop participants will

- Understand the importance of proactive consultative selling and their role as it applies to building client relationships
- Have worked through each step in the relationship building cycle including creating awareness, identifying needs, providing consultative suggestions, overcoming objections, helping by going beyond expectations and following through
- Apply higher level relationship building techniques
- Walk away with a prioritized action plan they develop and commit to implementing

Work Team Development

Interpersonal Communication Skills

Workshop Description: This workshop is designed for participants who can benefit from improved interpersonal communication skills.

Workshop Objectives: At the end of this workshop participants will

- Understand a model of communication as a two-way process
- Identify noise or disruptions in the communication process
- Be able to create a climate that encourages positive communication
- Improve their listening skills
- Understand the verbal and non-verbal implications of communicating
- Walk away with a prioritized action plan they develop and commit to implementing

Group Dynamics & Team Development

Workshop Description: This workshop is designed for participants who work with others in a team setting.

Workshop Objectives: At the end of this workshop participants will

- Understand their Learning Style (LSI) and the implications to working in groups or on teams
- Differentiate between process and content in group settings
- Explain and diagnose group process behaviors that help or hinder a group's effectiveness
- Know how to overcome dysfunctional group behaviors
- Discern stages of team development
- Identify the factors influencing team effectiveness
- Walk away with a prioritized action plan they develop and commit to implementing

Effective Team Problem Solving

Workshop Description: This workshop is designed for participants who work with others in a team setting and have to solve problems on a regular basis. Managers of teams may also benefit.

Workshop Objectives: At the end of this workshop participants will

- Understand problem solving as a dialectic process
- Identify the different roles a facilitator or manager plays during the problem solving process
- Be able to facilitate a problem solving meeting
- Walk away with a prioritized action plan they develop and commit to implementing

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Managing Conflict

Workshop Description: This workshop is designed for participants who work with others in a team where there is conflict.

Workshop Objectives: At the end of this workshop participants will

- Discern behaviors that characterize conflict
- Identify sources of conflict
- Determine conflict handling styles and when to apply them
- Understand the functional and dysfunctional nature of conflict
- Walk away with a prioritized action plan they develop and commit to implementing

Running Effective Meetings

Workshop Description: This workshop is designed for participants who attend, facilitate or lead meetings. It provides techniques for improved meeting effectiveness.

Workshop Objectives: At the end of this workshop participants will

- See the process and content at work in a meeting setting
- Understand the primary roles needed to make meetings effective
- Learn techniques for improving facilitation, communication and follow up
- Walk away with a prioritized action plan they develop and commit to implementing