



Wednesdays from 2:00 – 3:30 pm EST

May 1st – June 26th

Course Outline:

5/1/24 Building Trust by Building Relationships

Whether between colleagues, clients, vendors, or stakeholders, trust impacts every organization and is at the heart of all significant success. Trust affects the quality of every relationship, yet often it is not examined in the workplace. Harvard Business Review recently reported that employees in high-trust organizations are more productive, have more energy at work, collaborate better with their colleagues, and stay with their employers longer than those at low-trust companies. Trust is also often at the root of why people feel overworked yet refuse to delegate tasks that they should be passing along to direct reports. This session will teach participants how to increase their trust quotient and strengthen their relationships, all while building the performance of their team.

5/8/24 The Art of People Management: 20 Expert Tips

Managing people requires much more skill than simply managing tasks, yet often times people are thrust into people-management positions with little-to-no training. This fast-paced, high-energy session incorporates the best management advice and proven-effective strategies from experts across industries. Participants of this session will learn 20 tips to successfully navigate the challenges of leading teams and people. The tips include action steps that managers can immediately put into practice to improve communication, increase engagement, strengthen morale, and expand all-around team performance.

5/15/24 Emotional Intelligence as a Superpower

Emotional Intelligence (EI or EQ) improves leadership and all-around performance, and includes the skills that are considered the best leadership skills one can possess (effective communication, high empathy, team motivation). But it can be hard to know how to put our Emotional Intelligence into daily practice. This session offers participants tools, techniques, and specific strategies to activate into their day-to-day practice. Participants will uncover strategies for improving their self-awareness, self-management, social awareness, and relationship management skills. By the end of this session, participants will be able to effectively look at ways to improve their ability to work with others, deepen relationships, and increase collaboration.



5/22/24 Situational Leadership

When is it best to direct someone versus coach them? How do we move from fully supporting people to effectively delegating some of our own work to them? How do we utilize different leadership styles for different team members, depending on what they need in the moment? These are some of the questions that managers deal with while traversing the day-to-day challenges of leadership. During this session, participants will learn the Situational Leadership Model - a powerful and flexible tool that enables leaders of all kinds to influence others more effectively. Additional tools and techniques for driving results using open communication, candor and listening will be also be learned in this eye-opening session.

5/29/24 Five Star Feedback: Intro to Giving Effective Feedback

The simple word “feedback” elicits so many questions, and often ignites immediate feelings of fear or discomfort. Questions such as: How does the way we give and receive feedback impact our relationships? How does it impact our outcomes? Is knowing how our teammates prefer to receive feedback important? How do we effectively set expectations to have a continuous feedback loop as part of our team culture? Is there a connection between giving affirmative and corrective feedback? This session will answer these questions and more, and will teach participants a basic formula for giving effective feedback that yields positive results. This session will also give participants the opportunity to practice giving feedback in a way that increases results, strengthens relationships, and opens the lines of effective communication.

6/5/24 Amplifying Productivity

Some of the more elusive areas of management include time management, prioritization, and productivity—but this session has you covered. Filled with tips, ideas, and best practices that will expand your leadership toolbox, this session will offer techniques and strategies for team members who are feeling overwhelmed by the number of things on their to-do/have-to/want-to/need-to/forgot-to lists. We will examine the destructive power of distractions, and will share ways to increase our attention and focus that will enhance our all-around productivity.

6/12/24 Performance Conversations for Impact

Performance conversations are a key tool for communication, motivation, and alignment throughout your organization. However, all too often employees are only having them once a year, and therefore missing out on the opportunities for on-going feedback and strategic growth. In this session, participants will get the opportunity to dissect effective performance conversations and learn best practices for overcoming the hurdles involved in these loaded conversations.



Participants will learn strategies for planning performance conversations that become an on-going dialogue for bringing out the best in their team.

6/19/24 Juneteenth Observed: No Class

6/26/24 Navigating Difficult Conversations

It is essential for managers to create opportunities to communicate with their team members about their performance, be it positive or negative, and at times these can be difficult conversations.

Managers must also sometimes engage in tough conversations with vendors, distributors, or clients. This session will equip participants with a toolbox of strategies for navigating those difficult conversations effectively, and will give them the opportunity to practice these tough communications. Participants will leave with starter sentences, active listening techniques, and a clear and effective process to step into these challenging conversations.