

LEADERSHIP DEVELOPMENT ESSENTIALS

Leadership Development Essentials is a series of 10 highly interactive sessions that utilize a variety of instructional techniques including: group discussions, role playing, self-assessments, homework, and practical applications. Participants are encouraged to bring real life issues to each session to facilitate on-the-job application of the skills learned.

Outline of Sessions

(see back for session descriptions)

Week 1

Leadership and Coaching Skills for Team Leaders/Supervisors/Managers

Week 2

Effective Communication Skills

Week 3

Conflict Resolution

Week 4

Motivation

Week 5

Time Management

Week 6

High-Performance Teams: Developing a Culture for Growth Based on Teamwork, Trust and Transparency

Week 7

Change Management

Week 8

Employment Laws, Sexual Harassment, Hostile Environment, and Workforce Diversity

Week 9

Performance Coaching, Discipline, and Interviewing

Week 10

Leading a LEAN Enterprise

Over 1,000 team/group leaders, supervisors, managers and executives have attended **NEPIRC's** Leadership Training.

Here is what just a few of them had to say about it:

"... the best motivational and sincere sessions on including others and building trust."

– Wilkes-Barre, December, 2017

"Informative and interactive, gave great examples and real-life relatable experiences."

– Stroudsburg, December, 2017

"It was great. Lessons to be taken into everyday life, not just the workplace."

– Jessup, August, 2017

"This course helped me think about the effort it takes to keep improving."

– Berwick, August, 2017

"... provides excellent examples & builds on each person's questions. He provides knowledge & elaborates on the how's & why's of dealing with people."

– Towanda August, 2017

Session Descriptions

Week 1 - Leadership and Coaching Skills for Team Leaders/Supervisors/Managers

Successful leaders are those who can adapt to the unique demands of the situation. This module covers coaching, collaboration, and respect. These leadership behaviors help team leaders, managers, and supervisors focus their efforts on higher value-added activities. "Coaching helps people explore their motivation, and overcome barriers that hold them back. Coaching is a useful way of developing people's skills and abilities, and of boosting performance."

Week 2 - Effective Communication Skills

Participants will learn about different communication styles and techniques that create different communication perceptions. They will learn what types of approaches are necessary to communicate effectively in different types of situations.

Week 3 - Conflict Resolution

Participants will learn their personal approaches to stressful situations through assessment and understand how to address various levels of anger and stress. This workshop helps employees through the conflict resolution process, and shows them the skills to resolve conflicts on their own.

Week 4 - Motivation

Participants learn how to evaluate and implement motivational theory and various techniques that can be used to foster a high performance environment. Participants discuss situations that help them apply the material on the job.

Week 5 - Time Management

Participants will become familiar with the planning, organization and time management skills necessary to set realistic goals that are aligned to business needs, develop effective action plans to achieve goals, and to manage time wisely. They will be instructed on the use of spreadsheet tools to help organize hard to manage projects and timelines.

Week 6 - High-Performance Teams: Developing a Culture for Growth Based on Teamwork, Trust and Transparency

Participants learn the importance of healthy employee relationships; what strategies motivate to improve morale; understand the strategy that employees are the company's number one asset, and to instill true sense of ownership. Students will participate in trust building activities to develop mutual respect, openness, understanding and empathy, as well as helping to develop communication and teamwork skills.

Week 7 - Change Management

This program helps individuals identify and develop the skills that make them more effective at leading change, whether the change is one they have chosen to initiate or one they have been asked to implement. Additionally, attendees gain an understanding of change reactions and how to deal with them.

Week 8 - Employment Laws, Sexual Harassment, Hostile Environment, and Workforce Diversity

Although sexual harassment has been defined and declared illegal, several problems concerning the prevention and handling of sexual harassment continue to plague workers and employers alike. This session defines and identifies sexual harassment and offensive behaviors that could be considered harassment. Real-life episodes are discussed and the ramifications of not complying with employment laws are addressed. The Diversity training program explores four main characteristics—stereotypes, similarities, unity and benefits—by listening to the stories and thoughts of characters who actually live and work in a diverse world. Participants learn why diversity is so important, and are given the definitions and tools to understand more deeply our roles in diverse workplaces.

Week 9 - Performance Coaching, Discipline, and Interviewing

This session focuses on setting performance expectations, observing and measuring performance, coaching and developing, and recognizing and rewarding performance. This session also includes a process for dealing with job-related behavior that does not meet expected and communicated performance standards. Interviewing deals with protecting the company from legal trouble and embarrassment by avoiding the wrong questions while still getting to the root of the concern behind the question.

Week 10 - Leading a LEAN Enterprise

The final module covers the key principles of lean management - leader standard work, visual controls and daily accountability process. Additionally, attendees learn how visual controls bring process focus to life, tie in LEAN's requirement for highly disciplined execution, and make leaders' new jobs far easier to explain, model and evaluate.

Location - NEPIRC, 75 Young St., Hanover Township, PA 18706

For more information, e-mail us at info@nepirc.com