

## Leadership Excellence

### Program Overview

Leadership is not for the faint of heart. When others whine, Leaders look for solutions. When others fail, Leaders provide comfort and coaching. It takes all you've got, but the good news is you have what it takes.

We don't believe leaders are born, we believe leaders are developed using the tools they were born with. Because leadership is so complex, you need a comprehensive tool box ready to go. When you complete this program, you will have tangible tools for real world application for a variety of situations.

### Learning Objectives

In the Leadership Excellence program, your leaders will learn how to :

- Project revenue targets from existing accounts and new prospects
- Develop a territory plan to create focus and direction for activities
- Identify the do and don't while putting together a plan.

### Program Approach

During this program you will be exposed to five learning methods: experiential simulations, video demonstrations, case studies, skills application and personal reflection.

### Major Benefits of Leadership Excellence Program

- Deepen participants' understanding of what it takes to be a leader
- Develop key skills and practical "how to's" for leaders to lead their workforce more effectively
- Gain a greater appreciation for personal strengths and development areas
- Experience a comprehensive and diverse approach to leadership

### Delivery Options

Tailored on-site, instructor-led programs

The entire Leadership Development Program can be delivered as one set or individual topics can delivered depending upon your need.

## Leadership Excellence

### Topics Covered

While program content and agendas are tailored based on your industry, products and services, and the skills that will make a difference for your team, topics typically include:

#### Leading with the Heart

Be a leader whose intention is to look out for the best interest of others

- Become aware of your signals and ensure they reflect your intention
- Align your intention with the best interest of your team and organization
- Build trust and respect with those you lead

#### Lead with the Mind

Be a leader who is emotionally resilient

- Understand the application of emotional resiliency in the workplace
- Distinguish between too little, optimal and too much stress
- Identify behaviors associated with stress in the workplace
- Identify what is within your control, what you can influence, and what is out of your control

#### Lead with the Voice

Be a leader who communicates a message that resonates with those who receive it

- Understand and apply basic principles of the sender and receiver communication model
- Discover your social style and how it influences your behavior and communication style
- Adapt your behavior and communication to people with other styles

#### Lead with the Ears

Be a leader who truly listens to others

- Demonstrate an understanding of the 6 Interruptions to Listening
- Identify the underlying intentions behind interruptions
- Practice confirming and clarifying listening skills to ensure that another's message has been received as intended

#### Lead with the Hands

Be a leader who provides direction and support

- Identify obstacles and benefits to delegation and learn ways to overcome the delegation doom loop.
- Leverage delegation as a developmental process which includes a structured and well thought out delegation conversation
- Apply the appropriate mode of delegation for the delegate, the project and the situation

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### Lead with the Legs

Be a leader who walks the talk

- Demonstrate an understanding of mirror neurons in leadership
- Identify where we are choosing to be victims to the law of reciprocity rather than ending the cycle of not place nice
- Demonstrate the ability to take personal accountability

### Lead with the eyes

Be a leader who has a vision for the future

- Create a vision for success
- Eliminate energy drains and other roadblocks to your success
- Execute on your vision