



# Leadership Development

## Level 1: Limited Experience



Each Module is 4-5 hours in duration and can be delivered individually or in combinations to fit your needs!

*Leadership and learning are indispensable to each other.*  
—John F. Kennedy

Our Leadership Modules are rooted in the understanding that leadership is a relationship. And it is through that relationship that a leader is able to execute on a plan that delivers results, engages people, and creates an environment of inclusion, innovation, and success.

We use a highly-interactive and challenging approach to help participants get a greater understanding of the critical aspects of leadership and go beyond theory and cliché to bring a new perspective and more effective use of the material.

*"Carolina Training and Assessments' training content related well to the work and situations that our employees experience. Jim Fadell's style quickly and easily put our team at ease, drew them in and got them to participate."*

**- P. Monegan, Director of Operations, Zeus Industrial Products**

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**- L. Weatherford, CEO, SPC Credit Union**

\*Participants take an Everything DiSC® assessment as part of this Module

### **Module 1: You're a Supervisor! Now What?!**

- ✓ Leadership and Supervision Compared
- ✓ Transitioning from Peer to Supervisor
  - Changes for you and your former peers
- ✓ The Tools of Supervision
  - Building Relationships
  - Understanding Authority, Responsibility and Accountability
  - Levels of Authority
  - Making Decisions and Solving Problems
- ✓ Decision-Making
- ✓ Managing Time and Tasks

### **Module 2: Building Workplace Relationships\***

- ✓ The Five Components of Relationships
- ✓ Communication
  - Verbal, Para-verbal, and Non-verbal components
  - Active listening
- ✓ Styles of Communication
  - Reading Styles with words, tone and body language
  - Adjusting to more effectively work with styles
  - Motivation / Stressors / Priorities of styles
- ✓ Introducing Change

### **Module 3: Setting Goals and Expectations**

- ✓ Understanding the two parts of everyone's job
- ✓ SMART factors in effective goal setting
- ✓ Defining behavioral expectations
- ✓ Using goals to motivate and effectively delegate

### **Module 4: Effective Feedback**

- ✓ Using SBI to frame your message
- ✓ Delivering motivating re-directive feedback
- ✓ A four-step process that works in every situation
- ✓ Meaningful positive reinforcement

### **Module 5: Hiring**

- ✓ Labor laws, Title VII, discrimination/harassment/retaliation
- ✓ The Hiring Process
  - Critical factors for success
  - Effective interviewing
    - Avoiding pitfalls
    - Getting to the real qualifications
- ✓ Objective Ratings
  - Eliminating subjective reactions
  - Building consistency among different interviewers



# Leadership Development

## Level 2: Mid-Range Experience

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### **Module 6: Emotional Intelligence, Approachability, and Managing Your Team\***

- ✓ Do you have what it takes to be a manager?
- ✓ Understanding emotional capacity
- ✓ Your priorities when it comes to managing
- ✓ Motivating and Developing your employees
- ✓ Managing UP to gain buy-in from YOUR manager

### **Module 7: Alignment, Right People, Right Seat**

- ✓ The Culture YOU create
- ✓ Effective delegation that elevates employees and creates more time to lead and manage
- ✓ Right People, Right Seat strategy and process

### **Module 8: Productive Conflict and Understanding Generations\***

- ✓ Why Do I do This? Why do They do That?
- ✓ Understanding priorities and behaviors in conflict
  - Generational differences and the sources of stereotypes
- ✓ The Amygdala versus the Frontal Lobe: Your Reaction to conflict
- ✓ Connecting automatic thoughts to destructive behaviors and reactions
- ✓ Reframing thoughts to a Productive nature
- ✓ Conflict resolution with employees

### **Module 9: Accountability and the Performance Review**

- ✓ Leadership Actions
- ✓ Management Actions
- ✓ Why accountability shows you care
  - Organizing performance into quarterly conversations and an annual summary
- ✓ Ratings and motivation
- ✓ Eliminating subjectivity
- ✓ Preparing for the Review

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# Leadership Development

## Level 3: Senior Level Experience

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### **Module 10: Vision, Alignment, and Execution\*.**

- ✓ Vision
  - Exploration, Boldness, and Testing Assumptions
- ✓ Alignment
  - Clarity, Dialogue, and Inspiration
- ✓ Execution
  - Momentum, Structure and Feedback
- ✓ Action Planning
- ✓ Leadership Behavior Continua
  - Role-playing interview simulation to engage learners in the strengths and challenges in each of the three areas.

**Additional Modules may be developed to tailor content to specific situations.**

**For additional cost, Leaders in this Level may choose to participate in the Everything DiSC® 363 Leadership Feedback tool and individual coaching.**

\*Participants take an Everything DiSC® assessment as part of this Module