



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

Carolina Training and Assessments has become an invaluable part of the coaching and leadership development at SPC Credit Union.

- L. Weatherford, CEO, SPC Credit Union

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

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