CAROLINA TRAINING & ASSESSMENTS
The Fusion of Leadership and HR™

100 Old Cherokee Road, Suite F351
Lexington, SC 29072
(803) 767-7695
CarolinaTrainingandAssessments.com

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!

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.

"This Program is a game-changer and we are barely out of the gate!"
- A. Hathaway, BCF Extrusion Manager, Shaw Industries

"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, VP 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

*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: Productive Conflict is a good thing*
✓ 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