

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.

HEAR WHAT PEOPLE ARE SAYING ABOUT US:

"This Program is a game-changer and we are barely out of the gate!"

- A. Hathaway, BCF Extrusion Manager, Shaw Industries

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



CAROLINA TRAINING
& ASSESSMENTS

The Fusion of Leadership and HR™

100 Old Cherokee Rd., Suite F351
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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 WORK PLACE RELATIONSHIPS

- The five components of relationships
- Communication
 - Verbal, para-verbal and non-verbal components
 - Active listening
- Styles of communications
 - Reading styles with words, tone and body language
 - Adjusting to more effective work with styles
 - Motivation, stressors and priorities of styles
- Introduction 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
- Meaning 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 vs the frontal lobe: Your reaction to conflict
- Connecting automatic thoughts to destructive behaviors & reactions
- Re-framing thoughts to a productive nature
- Conflict resolution with employees

Leadership Development

Level 2: Mid-Range Experience

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HEAR WHAT PEOPLE ARE SAYING ABOUT US:

"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

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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

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

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

Leadership Development

Level 3: Senior Level Experience

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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.

HEAR WHAT PEOPLE ARE SAYING ABOUT US:

"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

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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.