

## APPLIED LEADERSHIP CITATION PROGRAM

<b>SESSION ONE:</b>	Applied Leadership (3-Days) – Feb. 14 <sup>th</sup> – 16 <sup>th</sup> / 2012
<b>SESSION TWO:</b>	Building Relationships (3-Days) – March 13 <sup>th</sup> – 14 <sup>th</sup>
<b>SESSION THREE:</b>	Developing Teams (3-Days) – April 17 <sup>th</sup> – 19 <sup>th</sup>
<b>SESSION FOUR:</b>	Human Resources, Financial Management and Labour Relations (2-Days) – May 15 <sup>th</sup> & 16 <sup>th</sup>
<b>SESSION FIVE:</b>	Performance Coaching (2-Days) – June 6 <sup>th</sup> & 7 <sup>th</sup>
<b>SESSION SIX:</b>	Personal Development (2-Days) – June 27 <sup>th</sup> & 28 <sup>th</sup>

The sessions are sequential and cumulative, with each session building on the previous one. However, each session is also designed as a complete and separate learning experience. There are 4 – 5 weeks between each session for back-at-work application, coaching and mentoring.

### SESSION ONE: Applied Leadership

#### Overview:

In this session participants will have an opportunity to explore the concept of leadership, supervision and management and what characteristics, qualities and attributes they have in relation to these respective roles and how to utilize ones strengths to be most effective as a leader.

#### Outcomes:

- With the use of several self-assessment tools, participants will identify their 'behavioural style' and 'leadership style'.
- Participants will also complete a self-assessment instrument to evaluate their 'Emotional Intelligence' and also use this tool upon completion of the program as a potential measure of leadership improvement.



- Based on this information participants will identify the characteristics, qualities and attributes of an effective leader from both the organization and employees perspective and;
- Explore how ones assumptions, beliefs and values affect leadership effectiveness.
- Participants will also gain an in-depth knowledge of motivational theory and how to apply it immediately.

## **SESSION TWO: Building Relationships,**

### **Overview:**

In this session participants will learn the importance and value of building relationships in the workplace and how to engage others in difficult conversations to produce positive, satisfying and mutually beneficial outcomes. Participants will learn the skills and techniques effective leaders use to go beyond compliance and get commitment.

### **Outcomes**

- Participants will learn how to identify potential win / lose situations and the key criteria for creating win-win.
- Participants will learn how to give and receive effective feedback by using 3-key communication skills and;
- How to apply these communication skills to conduct a one-to-one problem solving discussion.
- Participants will have an opportunity to practice these skills based on real life - back-at-work scenarios and get feedback on how to improve their skills to build positive relationships.
- Participants will also gain a deeper understanding of human behaviour and how to apply this information to improve all personal and workplace relationships and get the best out of others.



### **SESSION THREE: Developing Teams**

#### **Overview:**

In this session participants will have an opportunity to explore how groups work together and what the key criteria are for building and maintaining a high performance teams. In this session participants will learn the skills for turning all meetings into a team building opportunity.

#### **Outcomes:**

- Through a team building experience, participants will discover the dynamics of an effective team and how to use the skills for consensus decision making.
- Participants will also explore and understand what style of group decision making works best for the situation, circumstances and problems teams might encounter. Participants will know how to assess and identify the various stages of team development and what leadership style needs to be applied at each stage to develop high performance teams.
- Participants will learn how to apply all these skills to facilitate all meetings and use them as a team building opportunity.
- \*In this session participants will also learn how to give short effective presentations to their team particularly as it applies to implementing change not directly under their control and how to use several tools and techniques for implementing change to ensure total 'buy-in' from the team.

### **SESSION FOUR: Human Resources, Financial Management and Labour Relations**

#### **Overview:**

in this session participants will gain a greater understanding and appreciation for the role and functions of 'human resources' and the law and how labour relations legislation helps protect everyone from workplace abuses. This session will ensure that participants know and apply workplace practices that comply with the latest of labour law and legislation. Participants will also gain a better understanding of financial management.

#### **Outcomes:**

- Experts from the area of Labour Law, Human Rights, Finance and Human Resources will provide information to ensure participants and their respective organizations are in compliance with the best work-place practices.



- Participants will gain an appreciation for the role and function of their respective human resource and finance department as part of the larger organizational team.

Note: For participants who may not be part of a larger organization who have human resource and finance departments, they will gain the knowledge of what these respective departmental functions are and how this can and must be applied to small business enterprises and / or non-profit organizations.

- \*Participants will also have the opportunity to develop their written communication skills to better correspond with all levels of the organization.

### **SESSION FIVE: Coaching for Performance**

#### **Overview:**

In this session participants will learn about the key components for an effective performance management system and process and how to use 'coaching / mentoring/ techniques as part of one's performance review interview.

#### **Outcomes:**

- Participants will learn the skills and techniques of Coaching and Mentoring and how they are the same and different and when to use either or both.
- Participants will also gain a greater appreciation of why coaching and mentoring is so important for personal and professional development and;
- How to use these skills in a Performance Review Interview.
- Participants will also explore the value of a good performance review process and the key elements of a performance review system to enhance employee motivation, morale and productivity.
- In this session participants will also have an opportunity to assess how they and their organization are using best practices in performance management.

### **SESSION SIX: Self Management & Time and Stress**

#### **Overview:**

In this session participants will have an opportunity to develop their time and stress management skills to ensure good self-management. If you're not taking good care of yourself you are in no position to get the best out of others. In this session participants will be provided with practical time and stress management skills to be a leader in every aspect of life.



**Outcomes:**

- Participants will identify and find means to remove or minimize those ‘things’ that take away from our effective use of time.
- Learn and apply, proven effective time management skills that will help you get the results you want personally and professionally.  
\*Note: Participants will be required to complete a ‘time-log’ prior to attending this session.
- Using good time management principals participants will also learn to apply 3 practical techniques to manage stress and change more effectively and;
- Become more aware of their psychological and psychological response to stress and how to turn stress and change into opportunities for development and growth.

Special Note: Upon conclusion of this session and the completion of all sessions participants will be granted the “Applied Leadership Citation Program” Certificate of Completion from Selkirk College

