



Professional Development Track

Track 1A – Leadership

The purpose of the Leadership Mastermind Training and Professional Development is to strengthen current management skills with a powerful, more distinguished dimension, and to build on current leadership abilities for both existing managers and potential managers. Effective communication allows management and staff to be productive and operate efficiently empowering them with the tools that result in an outcome of increased morale, productivity and commitment

Once completed, participants will receive a Certificate of Completion and share a common understanding of these important foundational and fundamental management qualities. This course is comprised of five, 2.5-day Leadership Mastermind Training Classes and is recommended for groups of 10-20. In this course participants will:

- 1) Learn Leadership qualities and strategies
- 2) Engage in discussion of best practices
- 3) Gain practical, everyday application of key principles
- 4) Receive a copy of a book utilized as part of the training

COURSE DESCRIPTIONS

Mastermind 1: Effective Communication

Effective Communication is the ability to transfer information from one person to another person(s) so that it is received and interpreted in the way in which the sender intended. Too often, once communication is transferred the sender believes his/her responsibility has ended. Great organizations recognize the strategic importance of effective communication both horizontally as well as vertically across all units. This training focuses on the practical understanding and application of Effective Communication as it applies both horizontally and vertically across an organization and includes the following topics:

- What is Effective Communication
- Effective Communication Rules
- Communication Styles
- Effective Communication in the Workplace
- Internal Business Communication
- Effective Communication and Interpersonal Skills
- 8 Ways to improve Communications
- Effective Listening
- How Effective Communicators Listen

Mastermind 2: Conflict Management

When two or more people interact, the opportunity for conflict exists. Conflict management is the principle that all conflicts cannot necessarily be resolved, but learning how to manage conflicts can decrease the odds of nonproductive escalation. Conflict management involves acquiring skills related to conflict resolution, self-awareness about conflict modes, conflict communication skills, and establishing a structure for management of conflict in your environment. This training focus is on increasing understanding and awareness of the conflict management tools that can be accessible and used to prevent, minimize or de-escalate conflict within the workplace. Topics include:

- What is Conflict Management
- Understanding the Different Modes Used to Address Conflict
- Conflict Management Model
- What Factors can Affect Our Conflict Mode
- Identifying Your Own Conflict Management Style
- How to Improve Conflict Management Skills
- Conflict Resolution Exercises
- Creating an Individual Conflict Management Plan,
- Examples of Destructive or Constructive Conflict 1
- 10 commandments of Handling Conflict Resolution
- 9 Strategies for Managing Conflict
- 8 Tips for De-Escalating Conflict
- 3 Types of Conflict Resolution

Mastermind 3: Relationship Management

The next building block in establishing a great organization is Relationship Management which allows you to connect with others in ways that help them feel understood and supported. Managing relationships is an essential emotional intelligence skill that enables you to effectively lead change or manage personal change. Managing relationships is much more than being friendly. It takes effort, intention and some strategy to get the best from a situation and manage the way people respond. Participants will learn:

- What is Relationship Management
- 4 Major Communication Skills
- Ways to Promote Effective Communication
- Building Positive Relationships at the Workplace
- Characteristics of Positive Working Relationships
- Where to Build Positive Relationships
- Utilizing Stakeholder Analysis
- How to Build Positive Relationships with Your Team
- Active Listening, 6 Vital Skills Needed for Relationship Management
- Relationship Management as It Applies to Leadership Management and
- Leadership vs. Management



Mastermind 4: 17 Essential Qualities of a Team Player

Strong team players do not grow on trees, just ask any team leader. Knowing what to look for and learning what is the DNA of a good team is critical. This training serves two powerful needs. First, it helps team leaders early on potential identify all-star team members. Second, current team members discover what they need to do to help create a better team. Participants will learn:

- What qualities make up ideal team player
- Practices that can develop team qualities in one another
- How teamwork efficiency increases with properly motivated and guided team members
- How to identify strong team members.
- How to target team qualities, such as being: adaptable, collaborative, committed, communicative, competent, dependable, discipline, enlarging, enthusiastic, intentional, mission, preparation, relational, self-improving, selfless, solution, tenacious

Mastermind 5: Effective Time/Organization Management

No matter who we are, we all have 168 hours each week. Our ability to best utilize those 168 hours will ultimately determine our success. Using self-discovery, hands-on activities and innovative concepts, participants will learn to:

- Recognize personal strengths and weaknesses in how they manage their time
- Better organize themselves and their workspace for better efficiencies
- Take control of their time and make improvements to their work habits
- Set goals and learn proper planning steps and methods
- Identify time bandits, assess priorities and handle time-related stress
- Learn and practice the proper steps of delegation as appropriate