

Leadership Professional Development



The Readiness Factor HCRI Credits: 3.25 (General)

Participants will obtain a foundation of the course series content and expectations, their own and that of the agency. This segment also touches on the preparedness of leaders when the requirement of “driving the ship” is presented... ARE YOU READY. (DISC individual and Group Culture Assessment).

Communication Strategies Managing Conflict: HRCI Credits – 3.25 (General)

This module starts the journey with helpful hints on setting the stage for sustainable resolution and the accountability therein.

- Cover how we tend to filter relationships based on our experiences (or lack of) with others
- Show participants that conflict does occur when we are not clear in our message delivery (direct or indirect).
- Understanding how to frame the dialogue and/or meeting with the people / individual where you are is important.
- Delving deeper into what makes an effect leader is understanding accountability and expectations. Sustainable success is based on understanding how to position and evolve.
- Participants will be introduced to the key tools for mediating conflict in the workplace.



Communication Strategies Part II: Building Trust... Step One in Transformation HRCI Credits: 3.25 (General)

This module is designed to mirror what leaders should be doing to ensure that their “Garden” flourishes.

- Provide an overview of some basic strategies for setting performance metrics in the group’s department and/or the organization.
- The importance of making sure that you “First seek to understand and then be understood.”
- Discovering that it takes a lot of creativity when trying to be clear and transparent.
- A conversation with self. The most important dialogue that should happen but rarely does is the one around transitioning to an official leader with the title and responsibility. And sharing that things have changed a little...



Performance Metrics : HRCI Credits 3.25 (General)

This module is designed to share the Business Side of Leadership. Participants will be provided with an overview of some basic strategies for setting performance and process metrics in the group’s department and/or the organization.

Time and Resource Management HRCI Credits 3.25 (General)

This module is designed to assist participants in exploring their efficiency and effectiveness in managing their time and “given” resources. participants will also explore why we either wait until the final moment or find the excuse to do/not do. It will raise awareness of the “Why” in Why do we procrastinate when we need to respond. And as leaders, we need to set not only the tone, but the example when it comes to moving the needle forward. During the session, participants will have the opportunity to set strategies on realistic goals and building a new script.

Building a Customer-centric Climate HRCI Credits 3.25 (General)

Participants will share their experiences from their Leadership Category perspectives. This segment will provide a more global insight that the learning process never stops, but intensifies the longer we are out here in this complex world and the higher we go in our professional lives. Bringing it all together and beginning the Transformation for Cultural and Organization Sustainable Success.

