

# Leadership Development

## Level 1: Limited Experience

*Each Module is 4 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 can 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.

### 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 Road  
Suite F351  
Lexington, SC 29072  
803.7677695

CarolinaTrainingandAssessments.com

## MODULE 1

### THE FUNDAMENTALS

- ✓ 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 Supervision
- ✓ Managing Time and Tasks
- ✓ Understanding Title VII, Labor Laws, Discrimination, Harassment, and Retaliation

## MODULE 2

### BUILDING WORKPLACE RELATIONSHIPS\*

- ✓ The Five Components of Relationships
- ✓ Communication
  - Verbal, Para-verbal, and Non-verbal components
- ✓ 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
- ✓ How to deliver motivating re-directive feedback
- ✓ A four-step process that works in every situation
- ✓ Meaningful positive reinforcement

## MODULE 5

### PRODUCTIVE CONFLICT\*

- ✓ Why Do I do This? Why do They do That?
- ✓ Understanding priorities and behaviors in conflict
- ✓ 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

# Leadership Development

## Level 2: Mid-to-Senior Leader Experience

*Module 6 may be done as a half-day or full-day; Modules 7-10 are 4 hours in duration and can be delivered individually or in combinations to fit your needs!*

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*"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 6:

#### **SITUATIONAL LEADERSHIP AND MANAGING YOUR TEAM\***

- ✓ Your priorities when it comes to managing
- ✓ Motivating and Developing your employees
- ✓ Delegation and the balance of Directive and Supportive Leadership

### MODULE 7

#### **LONG STORY, SHORT: COMMUNICATING WITH BREVITY**

- ✓ Creating clear, concise messages
- ✓ Controlling conversations
- ✓ Active listening
- ✓ Presentations
- ✓ Writing emails

### MODULE 8

#### **THE HIRING PROCESS**

- ✓ 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
- ✓ Mitigating subjectivity
- ✓ Preparing for the Review

### MODULE 10

#### **VISION, ALIGNMENT, AND EXECUTION\***

- ✓ Understanding the role of Senior Leader
- ✓ Vision - Exploration, Boldness, and Testing Assumptions
- ✓ Alignment - Clarity, Dialogue, and Inspiration
- ✓ Execution - Momentum, Structure and Feedback
- ✓ Action Planning
- ✓ Leadership Behavior Continua - Role-play interview simulations to engage learners in the strengths and challenges in each of the three areas.

# Other Popular Training and Facilitation

*Module 11 is 4 hours in duration*

We use a highly-interactive and challenging approach to help participants get a richer and more meaningful experience.

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*"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 11:

### CREATING MORE EFFECTIVE SALES EXPERIENCES\*

- ✓ Recognize the priorities, personal strengths, and challenges that shape sales interactions
- ✓ Understand the differences and similarities among buying styles
- ✓ Learn to recognize the behaviors unique to each style
- ✓ Identify new ways to find common ground with all types of customers
- ✓ Create a plan of action to get more out of the sales process

## PROGRAMS FOR COLLABORATION AND TEAM EFFECTIVENESS

### THE FIVE BEHAVIORS: PERSONAL DEVELOPMENT\* (Half-day Program)

Designed specifically to work for individuals, participants do not all need to be part of the same team. Rather, this Program helps individuals understand, internalize, and apply the principles of The Five Behaviors model and foster communication that can be used throughout an organization and helps create a culture of collaboration.

### THE FIVE BEHAVIORS™ \* (1-day OR 3-day Program)

Based on the work of Patrick Lencioni's international best-seller The Five Dysfunctions of a Team, this Program helps intact teams apply The Five Behaviors™ model of Trust, Conflict, Commitment, Accountability, and results to drive team effectiveness and productivity.

## FOLLOW UP WEB SESSIONS

We are pleased to offer our participants the opportunity to reinforce their learning through our optional live web review sessions.

These 60-90 minute sessions review key components of our leadership modules followed by an open forum for participants to ask follow up questions, discuss difficult situations, and reinforce what they have learned.

Contact us for complete details.

## COMING IN 2020:

- **Agile EQ – gaining Emotional Intelligence**