

**LEADERSHIP THE “INSIDE” STORY**

(Two-day seminar)

 This seminar focuses on what it takes to be an authentic leader. It gives each participant the opportunity to take a look at what the basis of his/her leadership is really all about; why people follow them and the element necessary to increase the level of employee buy-in.

The workshop is conducted in a 2- day format\*, covering four (4) of the most essential areas of leadership, those being: **Influence, Attitude, Communication and Team Building.**It has been successfully used with leaders at various levels of experience and degrees of responsibility.  The program’s primary focus is not merely on the “position” (title) of leadership, but rather on the “character” (true person) of the leader. Evidence abounds to support the fact that people follow leaders who they can trust – who they believe in. And that belief or trust is not something that can be mandated, but rather comes from the individual leader’s ability to elicit same, voluntarily, from his or her followers. It is only through the successful accomplishment of that task that a person can most successfully sustain their effectiveness in the daily rigors of leadership

Module 1: Influence – the essence of leadership

Module 2: Attitude – the activator in leadership

Module 3: Communication – the tool of leadership

Module 4: Team Building – the responsibility of leadership

The session is set up to be interactive in nature, so as to stimulate the thinking as well as reveal the individuals own leadership philosophies. A workbook will be provided for the purpose of directing energy flow and note taking.

**Creating Workplace Civility: “It’s always YOUR next move!”**

(Full day seminar)

One of the biggest challenges most of us face in our workplace is not the technical or functional aspect of our jobs; it’s dealing with difficult people. Whether it be co-workers or customer, no dynamic affects the quality of our daily experience as much as how we get along with others.

At the completion of this training, participants will be empowered with the ability to:

* Understand and begin to master the "inner game" of conflict resolution
* How to identify the “root cause” of conflict
* Discover and gain clarity on the four (4) areas of emotional intelligence that must be considered
* Learn the nine (9) basic principles of human nature, and how to leverage them in the workplace & life
* Understand how proactivity, attitude and even location can contribute to more successful outcomes
* Practice a four-step technique to engage when conflict arises, and more

**Your group will:**

* Strengthen relationships with co-workers and clients
* Feel a greater sense of empowerment through every conflict
* Develop new mindsets and habits that will keep them focused and energized

**MOTIVATION FOR PERSONAL & PROFESSIONAL SUCCESS**

(Full day seminar)

I have heard it said that; “we live life on levels and experience it in stages”. No matter what degree of success we’ve achieved to this point in our lives, I believe most of us realize two really important things; (1) we can be, do, know and have more and (2) it won’t happen by accident

**In this highly interactive and energetic seminar, you will learn:**

* The three (3) universal laws that govern success
* A definition of success that will keep you moving forward
* How self-limiting beliefs are created and how to break free of them
* The five (5) most important questions that all high achievers have answered
* The role of change and the four (4) step process that allow it to not only begin, but ensure a successful end result
* The root cause of all negative emotions and their antidote

**Your group will:**

* Become more productive and results oriented
* Develop a new sense of focus and direction
* Realize a greater capacity for the fulfillment of purpose and passion for every area of their lives

**COMMUNICATION – ITS MORE THAN THE WORDS YOU SPEAK**

(Full day seminar)

A wise man once observed and expressed as an axiom of life that; “Communication is the basis for life. When communication breaks down, abnormalities set in…” As simplistic and obvious as that may sound, nothing is as common among people and organizations as its opposite, miscommunication. So, what should we do?

**In this seminar, you will learn:**

* The dynamics that govern good communication
* What causes communication to break down in the first place
* What the ultimate purpose and most important part of communication is
* Elements of conscious as well as sub-conscious communication

**Your group will:**

* Develop a greater understanding of and appreciation for their internal, as well as external customers
* Become more adept at garnering support and building of community
* Increase in their ability to positively influence others…and much more

**“Mirror, Mirror, On the Wall…”**

(Full day seminar)

This full-day training will focus on each individual’s personal responsibility as it relates to resolving conflict, improving interpersonal communication, and overall dynamics around creating greater levels of understanding & collegiality with every encounter. This would be an initiative that would benefit the entire organization, as the subject matter transcends title, position or levels delegated authority.

**OBJECTIVES:**

At the completion of this training, participants will be empowered with the ability to:

* Understand the role they play in perpetuating conflict, and why facts don’t convince people to alter their behavior
* Leverage the “Be – Do – Have” model for greater self-reflective analysis
* Become aware of five (5) definitions that impact conflict
* Evaluate how our own behavior can get us what we “don’t want” in conflict
* Learn two (2) questions for personal responsibility for resolve
* Discover two (2) “ways of being” when confronted with conflict
* Practice three (3) models of assessing conflict and the decisions that lead to best resolutions

**Made in the P.R.O.C.E.S.S – Embracing life’s pathway to increased value**

(Keynote)

It is a well-researched and documented fact that everything and everyone goes through a process of “becoming” what it is. Whether it be a child becoming an adult; a group becoming a team or even a business idea/vision becoming its physical equivalent – each goes through a systematic series of actions that leads to a given result.

The challenge is that if your desired result is excellence, well, it won’t come easily. As a matter of fact, the process of becoming your best, positively standing out as a team or optimizing your position in the marketplace, involves adversity, crisis, or perturbation, in order to be fully realized. The “resistance” will come up against you. We do well to keep in mind, however that, “the process you engage, determines the result that you create”. Excellence is never an accident and there are no short cuts to first place.

In this engaging and thought-provoking keynote address, Steve shares seven (7) elements to be considered to successfully achieve lasting results. As revealed through the acronym, P.R.O.C.E.S.S, each element expressed represents another key to unlocking and fulfilling the “true destiny” of any individual or organization. Indeed, we are…*Made in the P.R.O.C.E.S.S.*

**The “Tao” (Way) of Transformational Leadership**

**(Full Day Seminar)**

This training program is for leaders in both the private and public sector who are willing to go deeper, and release the power of transformational leadership. The program aims to provide participants with the essential knowledge and skills to effectively implement transformative leadership practices in their organizations.

The training will focus on six key elements: Idealized Influence, Inspirational Motivation, Intellectual Stimulation, Individual Consideration, Empowerment and Building Shared Vision. Through interactive discussions, case studies and simulations, participants will gain an understanding of how each tenet can be used to create an environment of collaboration and trust to best support their organization’s mission.

**Objectives:**

At the end of this training program, participants should have a clear understanding of how these tenets can be applied in their work environments and how they can use them to lead successfully.

Six Tenets of Transformational Leadership

* Idealized Influence: This involves setting a clear example for followers and inspiring them to strive for ideals.
* Inspirational Motivation: Transformational leaders use their communication skills to motivate followers to achieve common goals.
* Intellectual Stimulation: Leaders use creativity and innovation to challenge the status quo and unlock potential solutions.
* Individual Consideration: Leaders create an environment of trust by actively listening to followers, recognizing individual effort, and addressing their needs.
* Empowerment: Transformational leaders foster a sense of ownership in their followers by inviting them to take on greater responsibility and give input into decision-making processes.
* Building Shared Vision: Leaders create a collective vision that enables people to work collaboratively towards the same objectives.

(Continued next page)

**UNDERSTANDING & APPLYING EMOTIONAL INTELLIGENCE**

**(Full-day seminar)**

For over 20 years, research has proven that emotional intelligence (EQ) is a key requirement to achieving success in our personal and professional lives. In particular, a clear and direct link has been established between specific emotional skills and outstanding leadership success. Successful leaders recognize that to be effective, employees, team leaders and managers need to engage cognitive and emotional intelligence to deliver optimal levels of performance.  This can be achieved by increasing EQ levels across the organization through coaching and training.

**OBJECTIVES**

* Define Emotional Intelligence (EQ).
* Identify the benefits of emotional intelligence.
* Learn the four core skills required to practice emotional intelligence.
* Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
* Successfully communicate with others in a verbal and non-verbal manner.
* Interpret and manage your emotions.
* Master tools to regulate and gain control of one’s own emotions
* Balance optimism and pessimism.
* Relate emotional intelligence to the workplace.
* Use the concepts and techniques in the workplace