

The Leadership Development Training Series - 2010

The Leadership Development Series has become our most popular offering. Most organizations have offered the series multiple times because of the positive feedback it generates among their team. The full series, recommended for optimal success, includes ten 3-hour sessions, followed by a 30-minute personal coaching session for each participant. However, the series can be modified to the specific needs of the organization and each session can also act as a stand-alone workshop.

THE LEADERSHIP DEVELOPMENT TRAINING SERIES

CONTENT OVERVIEW

Developed and presented by:
CINDY ARONSON TRAINING

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Mission of 'The Leadership Development Training Series:'

- ❖ **To improve company culture and customer satisfaction -- leading to loyalty, stability, improved performance, and profitability within the organization.**

The six goals of training are:

1. *Understand one's own strengths and weaknesses* and how they impact the organization.
2. *Recognize the benefits of successful leadership* for the organization, the team, and the leader.
3. *Identify the essential skills of successful leaders* and how and why they deliver success for the organization and the team.
4. *Learn and practice essential leadership skills* through training activities, role-play, and engagement in real-life work scenarios.
5. *Commit* to the skills learned during training and applying these skills in daily work-life.
6. *Standardize the model for how those in leadership lead at the organization.*

The Leadership Development Training Series is implemented in 10 sessions. The following is a brief summary and content outline for each session along with the leadership principle to be acquired upon completion.

Sessions 1 and 2: *Understanding What Impact My Emotions Have on the Organization*

Leadership calls for inspiring, motivating, and coaching others to work together for the good of the organization. But what happens if your team is fed up, frustrated, skeptical, and just plain doesn't want to do what you want them to do? And what if that describes you too? Training in sessions 1 and 2 will help participants to better understand themselves and the impact they have on the organization. Students will focus on workplace challenges and identify behaviors that are toxic or beneficial to a healthy culture. They will identify the types of people and situations they define as difficult and discover tools for "unhooking" from encounters that may keep them stuck in negativity and undesirable performance.

Principle acquired: *To lead within my organization, I must first focus on myself and be in control of my own emotions, behaviors, attitudes, commitments, and learning.*

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- **Session 1: How I Impact My Organization** (3 hours)
 - Define what organizational excellence is and how you can deliver it to your team
 - Understand the two sides of superior service
 - Self-assessment: Rate your current ability to deliver excellence
 - Discover how organizational excellence benefits you and the entire team
 - Better understand your customers: who you serve and the impact you have
 - Benchmark where you and your team are now with service excellence and develop goals for improvement
 - Define current challenges/obstacles to leadership and organizational excellence

- **Session 2: Dealing With Team Conflict and Challenging Situations** (3 hours)
 - Discover the influence and choices you have in overcoming conflict and workplace challenges
 - Recognize how we benefit from identifying challenges and overcoming them
 - Identify the workplace behaviors that are toxic to you and your organization
 - Understand the impact toxic behaviors have on you and your organization
 - Learn to take control of your own reactions & bring the right attitude to work
 - Discover how to unhook from emotional traps with these 4 practical steps
 - Select the right business tool to turn emotional encounters into professional ones
 - Identify your own communication/behavior style and those of people you find difficult
 - Learn how to successfully interact with and manage different types of people

Session 3-10: Leadership Development: Acquiring the Skills of Success

“Leadership is not an exclusive club for those who were ‘born with it.’ The traits that are the raw materials of leadership can be acquired. Link them up with desire and nothing can keep you from becoming a leader.” (– Leadership expert John Maxwell) Training in sessions 3-10 will identify the best leadership practices and principles found in winning organizations. Training will include case studies, discussion, assessments, activities, teaching, and applied practice of skills identified. Participants will complete a leadership development plan that will act as a blueprint for applying leadership skills following completion of the course.

Principle acquired: *To lead my within my organization, I must identify, learn, and apply the practices and principles of successful leadership.*

- **Session 3: Leading a Team That Gets Results** (3 hours)
 - Identify the characteristics of great and lousy leadership and the impact these styles have on the team
 - Understand the power of leadership influence
 - Learn the “5 Levels of Leadership” model and how its application can develop a powerful leader within you
 - Apply the ‘5 Levels of Leadership’ model to best/worst leaders you know and discover which levels of leadership they use
 - Discover ‘Situational Leadership’ and how to assess your team’s motivation and maturity
 - Learn how to adapt your leadership style to the needs of your team members and situations
 - Discover an effective method for knowing when to grant your team more decision-making/problem-solving authority
 - Recognize the right time to direct, coach, support or delegate.

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- **Session 4: Create a Motivated Team Through Relationship Building** (3 hours)
 - Understand workplace motivation and the myths that often frustrate leaders
 - Learn the #1 method for successfully motivating your team
 - Discover and adopt the best-practices of workplace motivation
 - Identify the top 6 things every employee wants from their leader that often creates a motivated workplace
 - Discover the top 10 motivational tips that inspire team members to want to perform at their peak
 - Assess how well you know your team and engage their external motivators at work
 - Learn the key ingredients for planning effective rewards and incentives
 - Discover how to use both positive and negative reinforcement for optimal performance

- **Session 5: Managing the Generation Mix in the Workplace** (3 hours)
 - Identify the challenges of age diversity in your organization and discover why managing the generation mix matters
 - Improve your understanding of the four distinct generations at work by defining their typical influences, communication styles, core values, and how they view others
 - Learn to use today's digital and social media tools to communicate with your team and improve organization effectiveness
 - Understand typical work ethics, work behaviors, and work values by generation
 - Discover tools and tips to assist in recruiting, producing results, and retaining employees of each generation

- **Session 6: Communicating Like a Pro** (3 hours)
 - Understand the communication process and what can help or hurt successful communication
 - Discover the 3 ingredients of communication and how to use them for powerful, effective communication
 - Learn how to communicate effectively before saying a word
 - Learn how perceptions impact communication and discover tips to improve others' perception of you
 - Understand the power of listening to ensure you are effectively using this critical leadership skill
 - Discover key tools for communicating with impact (*using charts, data, color, layout, communication mediums, etc.*)

- **Session 7: Conducting Effective Meetings and Presentations** (3 hours)
 - Learn to prepare and deliver a well-organized meeting or presentation
 - Discover how to conduct meetings with a purpose – what to do before, during, and after meetings to ensure they are worthwhile
 - Learn how to minimize the fear and anxiety often brought on by public speaking
 - Learn and apply 8 steps for a successful presentation
 - Discover top tips to grab your audiences' attention – and keep it – throughout your presentation
 - Learn how to design your visuals for maximum impact
 - Practice your stand-up skills using the 'It Method'

- **Session 8: Getting Things Done With Time Management** (3 hours)
 - Understand the #1 key to managing your time and making effective use of it
 - Get motivated to make the most effective use of your time
 - Learn and apply four simple steps for highest personal productivity
 - Learn how to successfully control events, plan your day (and beyond), prioritize, and minimize time robbers such as procrastination, interruptions, and the constant paper flow
 - Discover a fail-proof process for getting better organized/focused and successfully accomplishing tasks on time

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- **Session 9: From Stressed to Zest: Re-energizing Yourself and Your Team** (3 hours)
 - Discover the causes of stress and the impact it has on you, your team, and your organization
 - Learn the choices you have for managing stress and using your stress for greater effectiveness
 - Discover and adopt 12 habits proven to lower the impact of stress
 - Learn 9 ways to add energy to your life
 - Get inspired by the wisdom of others – learn what highly productive people do to keep stress in perspective & thrive through it
- **Session 10: Helping Others to Be Successful** (3 hours)
 - Apply critical thinking skills to the lessons learned during the Leadership Development Series
 - Discover your learning style and that of others on your team and the best way to create a learning environment at work
 - Know what to expect from adult learners and what motivates them to learn
 - Discover the #1 way to get your team to retain 90% of what you teach them
 - Learn the difference between an effective coach and mentor – and which to be for your people

Personalized Coaching for Skill Development and Training Retention

Commitment, practice, and accountability will help ensure that the training from the Leadership Development Training Series is applied. Following course completion, each participant will have the opportunity to meet with the instructor to assess progress in implementing the leadership development plan created in session 10 of training. Sessions will be schedule on-site at the organization at a time convenient to the participant and the organization.

Principle acquired: *To lead within my organization, I must commit to the practices and principles of successful leadership and incorporate them into my daily work habits.*

Cindy Aronson is a speaker and trainer specializing in communication and organizational development. Her workshops feature a balanced blend of solid content, group discussion, and hands-on application – preparing your team to embrace a continuous improvement attitude and to apply skills learned back on the job.

She is privileged to have partnered with a variety of businesses and not-for-profits including:

Jamestown Community College,
SYSCO, Cummins, Zippo, Truck-Lite, Bush Industries, Alcas, Cliffstar,
Chautauqua Institution, WCA Hospital, Bradford Regional Medical Center, Brooks Hospital, TLC Health Network., Vacation Properties Group, Chautauqua County Government, City of Jamestown, United Way of SCC, The ReHAbilitation Center, The Resource Center, and Lutheran Social Services, among others.

Cindy holds a Bachelors of Science degree in Communication from SUNY College at Fredonia and has over 20 years experience in the field of organizational development training. She is a member of the National Speakers Association.



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