

Propel Leadership Program

Stage 2 – Engage

Thursdays 12:00 p.m. to 4:00 p.m. **April 26 to June 28, 2018**

Note there are six seminars. Two seminars account for 2 half-day sessions, completing the series of 8.

1. Delegating with Purpose

Delegation is a critical skill for leaders in today’s “do more with less” business environment. Fewer resources, changing motivations, and virtual employees are just a few of the challenges leaders face as they attempt to meet ever-increasing workplace demands. In this course, leaders learn the skills they need to address these challenges, gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability and capacity of their teams and, ultimately, the organization. Leaders learn to identify the tasks they need to delegate, select the most appropriate individuals, assess capabilities and commitment, and plan the delegation discussion.

Learning Objectives

Upon completion of this seminar, participants will be able to:

- Achieve key business results by leveraging the entire team’s abilities.
- Build the team’s capabilities and capacity through developmental delegations.
- Free up time to focus on mission-critical responsibilities.
- Delegate with increased confidence.

Instructor

Jennifer Olberding is a Human Resources professional and an adjunct professor at Johnson County Community College. Jennifer holds a Bachelor of Science Degree in Business Administration from Kansas State University. She has helped create and enhance human resource functions, develop processes, and increase the effectiveness of people and services.



2. Taking the Heat

Organizations need to provide superior customer service to build customer loyalty and stay ahead of the competition. Customers can be external paying customers or internal customers within your organization. We know how to have a friendly, positive customer interaction but sometimes lack the skills to handle an interaction that takes a turn for the worse. The potential to lose business increases when the service provider does not respond appropriately to a dissatisfied customer. This course equips leaders with an important skill set that is essential to providing high-quality customer service. These essential skills will help anyone turn dissatisfied, upset customers into satisfied, loyal ones.

Learning Objectives

Upon completion of this seminar, participants will be able to:

- Recognize the business impact of customer retention on their organization.
- Identify the differences between two types of customers – “walkers” and “talkers” – and explain the importance of encouraging walkers to talk about their dissatisfaction.
- Apply a set of skills (HEAT) that will enable them to identify and respond to dissatisfied customers.
- Use a set of best practices to turn difficult customer situations into positive interactions.

Instructor:

Jennifer Olberding

3. Finance for Non-Financial Managers Part 1 & 2

In this course, you will learn the language of finance and accounting, how to read balance sheets and income statements; how to analyze retained earnings and cash flow statements, how to calculate key financial ratios, and more. This information packed workshop has been developed following the accelerated learning model of teaching adults. Interactive exercises, relevant examples, and attendee participation reinforce learning and keep the session interesting and fun.

Learning Objectives

Upon completion of this seminar, participants will be able to:

- Explain the role of accounting in the overall business process.
- Define the language of finance and accounting including assets, liabilities, equity, expense, profit, and cash flow.
- Differentiate between cash and accrual-based accounting.
- Identify the impact of various transactions on an organization's accounts.
- Read and interpret a company's financial reports to determine its financial health.
- Explain the statement of retained earnings and the cash flow statement.
- Prepare a set of simple financial statements from a set of account balances.
- Identify the key financial ratios and how to calculate each to determine liquidity, leverage, and profitability.

Instructor

Bill Kay is dedicated to helping organizations and individuals enhance their competitiveness, productivity and performance. His professional background includes 30 years of experience as CEO, CFO, and owner of a manufacturing company and, for the past 22 years, he has helped major Fortune 500 companies improve their performance and bottom line business results. Bill has an MBA in Finance and Marketing from the University of Missouri and B.S. in Business Administration from the University of Arizona.



4. Discovering Your Potential Through Emotional Intelligence

Emotional intelligence (EQ) is a set of social skills that influences our ability to perceive ourselves, build relationships, make decisions and cope with daily challenges. In this interactive seminar, you'll learn how emotions form, how they can be hijacked and strategies for managing them. You'll practice techniques that achieve greater self-awareness, self-control, and self-motivation. Prior to class, you'll take an on-line assessment which will provide an accurate picture of your emotional competence. Using the assessment results, you will create an action plan for improving your EQ.

Instructor

Tracie Glasscock has over 25 years' experience training, coaching and consulting with companies in the insurance, healthcare and manufacturing industries. Tracie's professional strength is based on her ability to analyze performance gaps and to develop learning solutions to address them. Tracie holds a Master of Arts in Communication from the University of Illinois and a Bachelor of Arts from Marquette University. Areas of Expertise Include management/leadership development, coaching & developing talent, emotional intelligence, stress management, developing teams, attracting and engaging talent, interpersonal communication, and managing conflict.



5. Building and Sustaining Trust

What does trust have to do with business success? Everything. Trust is directly linked to employee engagement, retention, productivity, and innovation. Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and commitment to team and organizational success.

This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust. Apply these skills to build trusting relationships enables people to take risks, identify and solve problems, and collaborate to achieve business results.

Learning Objectives

Upon completion of this seminar, participants will be able to:

1. Recognize how trust in the workplace affects business results.
2. Analyze their role in building and sustaining trust.
3. Identify common workplace behaviors that can build, sustain, or break trust.
4. Demonstrate behaviors that show they trust others and give people the confidence to trust them.
5. Use interaction skills that foster open communication, build and maintain trusting relationships, and repair damaged ones.

Instructor

Jeanie Lauer specializes in organizational planning, workforce development and mediation. Jeanie holds a Bachelor of Science in Math from Southeast Missouri University and a Master's in Business from Central Michigan University. She is certified in mediation and human performance improvement. In addition, Jeanie currently serves as a legislator in the MO House of Representatives and serves on the committees of small business, economic development, local government, and tax reform.



6. Maximizing Team Performance

Managers can misdiagnose the root causes of team conflict or less-than-optimal team performance. Often there are more systemic conditions that undermine a team's cohesiveness, collaboration, or ability to achieve goals. This course focuses on how leaders can work with their teams to build the infrastructure that enables maximum performance. Leaders gain experience in diagnosing and applying the five Team Success Factors of Results, Commitment, Communication, Process, and Trust.

Learning Objectives

Upon completion of this seminar, participants will be able to:

1. Avoid misdiagnosing problems that negatively impact team performance.
2. Focus your team's efforts on high-priority actions that directly support the organization's goals and strategies.
3. Enhance the effectiveness of your team by addressing conditions that prevent it from achieving higher levels of performance.
4. Foster an environment of collaboration and shared responsibility (with virtual team members, as well), to achieve team goals.

Instructor

Jeanie Lauer

7. Coaching for Peak Performance

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations or helping people improve or enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance.

By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, this course helps leaders have more effective interactions.

Learning Objectives

Upon completion of this seminar, participants will be able to:

1. Encourage people to take ownership of, and be accountable for, their work performance.
2. Create a work environment where people are comfortable to take risks associated with new responsibilities.
3. Boost morale, improve productivity, and increase profitability by coaching for peak performance.
4. Manage work performance issues in a fair, consistent manner.

Instructor:

Themum (Tee) Crawford is a highly-skilled learning and development consultant with over 15 years of experience in coaching, training, and facilitation. Educated at Albany State University with a BBA in Management, she has a broad range of organizational and management training experience with profit and non-profit organizations, nationally and internationally. Described by audiences as an excellent facilitator who has a positive, and enthusiastic yet professional presentation style creating an open and comfortable learning environment.



To successfully complete a leadership stage and earn the Propel award, participants must attend at least 7 of the 8 seminars in each stage.