



Complete Leadership Program

ONE to FOUR-DAY WORKSHOP

“Thorough, engaging workshop. Practical, hands-on & customized to our environment. Thank you for the motivating learning experience”.

Senior Fire Services Officer, Toronto, Ontario, Canada

Description:

An effective leader understands that to be successful, conscious planned strategies must be used when leveraging their technical knowledge with clients, staff & peers. However, rarely does an individual consciously plan and then implement the “so-called soft skills” required to take them to the next level of success.

This workshop is designed to help the any level of leader understand, practice & plan for the successful execution of soft skills strategies with a focus on the four key dimensions, which include:

- Team Effectiveness & Leadership
- Communication with Staff, Clients & Peers
- Conflict Resolution & Problem Solving with Clients
- Motivating Employees

Objectives:

Upon completion of this topic area, participants will return to work and be able to:

- Truly appreciate the role that “soft skills” play in business success and how to identify and avoid the pitfalls that leaders fall victim to
- Develop workable & realistic “personal excellence” goals for the next year
- Assess their Soft Skill Quotient through the use of the Diamond Skill Assessment Instrument™
- Understand and practice the skills and concepts of the four key dimensions.

Agenda:

Why the Focus on Soft Skills?

- Participants are taken through a series of discussions that outline the increasing need for leaders to excel at the “so-called soft skills” in today’s business environment. The Influence Diamond™ is discussed and augmented with dialogue on some of the most prevalent soft skills traps that leaders fall victim.
- The Diamond Skill Assessment Instrument™ is introduced to the participants as a simple, accurate way to assess their soft skill quotient in the four key dimensions, which are:



Dimension # 1 – Team Effectiveness and Leadership

Participants will begin this module by completing the Team Effectiveness Dimension, which is comprised of a series of questions to ascertain current practices and behaviors in this dimension. This will be followed by a discussion & application of the following key areas:

- The Team Model circa the year 2018
- The Importance of Setting Parameters
- Teambuilding – The Myths & Reality

Participants will then take both the results of their questionnaire on this dimension as well as the key learning's from this module & complete a Personalized Action Plan including specific objectives and actions to enhance their skills and behaviors in this dimension over the following year.

Dimension # 2 – Communication with Clients, Peers and Staff

Participants will begin this module by completing the Communication Dimension, which is comprised of a series of questions to ascertain current practices and behaviors in this dimension. This will be followed by a discussion & application of the following “Advocacy Vs Enquiry & Other Active Listening Strategies”

Participants will then take both the results of their questionnaire on this dimension as well as the key learning's from this module & complete a Personalized Action Plan including specific objectives and actions to enhance their skills and behaviors in this dimension over the following year.

Dimension # 3 – Conflict Resolution & Problem Solving with Clients

Participants will begin this module by completing the Client Relationship Dimension, which is comprised of a series of questions to ascertain current practices and behaviors in this dimension. This will be followed by a discussion & application of the following key areas:

- Ascertaining the Clients True Interests
- Reframing Conflict into Problem-Solving Opportunities

Participants will then take both the results of their questionnaire on this dimension as well as the key learning's from this module & complete a Personalized Action Plan including specific objectives and actions to enhance their skills and behaviors in this dimension over the following year.

Dimension # 4 – Motivating Employees



Participants will begin this module by completing Motivating Employees Dimension, which is comprised of a series of questions to ascertain current practices and behaviors in this dimension. This will be followed by a discussion & application of the following key areas: • The Art & Skill of Delegation

Participants will then take both the results of their questionnaire on this dimension as well as the key learning's from this module & complete a Personalized Action Plan including specific objectives and actions to enhance their skills and behaviors in this dimension over the following year.

What is the Diamond Soft Skill Calculator™?

This is an eighty-question self-scoring instrument designed to help managers, team leaders, supervisors & front line staff measure their “so called” soft skill competence. Specifically the instrument, when used as a tool by someone in a leadership position, helps the participant ascertain his or her current competencies in the following four dimensions:

- Team Effectiveness and Leadership
- Communication with Clients, Staff & Peers
- Conflict Resolution & Problem Solving with Clients
- Motivating Employees

When a frontline staff member uses this instrument, the calculator is adapted to help the participant ascertain his or her current competencies in the following three dimensions:

- Team Effectiveness
- Communication with Clients, Managers & Peers
- Conflict Resolution & Problem Solving with Clients

Furthermore this instrument can be adapted so that the participant can compare his or her perception of their competencies with that of their peers, manager, clients and/or staff members.

This instrument was developed by Tony White (B.A, M.A) and uses the experience that he has acquired in close to twenty-five years of researching, developing & delivering training workshops in curriculum areas including:

- Communication & Conflict Resolution
- Exceptional Customer Service Skills



- Interest-Based Negotiation Skills
- Team Leadership Skills
- Train the Trainer & Presentation Skills
- Facilitation and Consulting Skills