



*Special Offer for Members of  
MRMA*

*Leadership Development Series*

*“Take Three” Special Fee*

Each class has a course fee of \$119 per person. When you buy three registrations at one time, we will give you a 10 percent discount on all three registrations. Mix it up if you want; send one person to three classes or three people to one class. Register as many groups of three as you want. ***No limit on the number of registrations!***

***Fall Semester 2007 — Leadership Development Series:***

- Sept. 11 — Setting Performance Expectations
- Sept. 25 or Dec. 11 — Resolving Conflict
- Oct. 9 or Nov. 7 — Essentials of Leadership
- Oct. 25 — Retaining Talent
- Nov. 13 — Getting Started as a New Leader

***Spring Semester 2008 — Leadership Development Series:***

- Jan. 16 — Getting Started as a New Leader
- Jan. 24 — Setting Performance Expectations
- Feb. 7 or May 15 — Essentials of Leadership
- Feb. 19 or April 6 — Resolving Conflict
- April. 24 — Managing Your Priorities
- June 3 — Leading High Performance Teams

***Spring Semester 2008 — Workforce Investment Series:***

***The Next Generation of Leaders***

- March 18 — Interaction Skills for Success
- April 16 — Personal Empowerment: Taking Initiative
- April 24 — Managing Your Priorities
- May 14 — Impacting Your Work Processes - 3 hours

All classes are four hours (unless otherwise noted) and will meet on the Ocala Campus at Central Florida Community College 3001 SW College Rd. Ocala, FL 34474

**Certificate of Completion for each student**

**CEU(s) upon request**

A complete listing of all noncredit classes can be found online at [www.CFCCtraining.com](http://www.CFCCtraining.com)

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*To register contact  
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# COURSE DESCRIPTIONS

## Essentials of Leadership

The essence of being an effective people leader lies in establishing good interpersonal work relationships and having the ability to spark action in others. This foundation course for most Interaction Management<sup>4</sup> courses teaches leaders how to get results through people.

During the course, students learn a set of essential skills to meet both practical business needs and people's personal needs. Learners acquire a set of proven interaction skills, discover seven Leadership Imperatives for meeting today's challenges, and realize their role as a catalyst leader<sup>3/4</sup>a leader who inspires others to act.

### **Do you face any of these issues?**

- Are your leaders lacking basic, yet essential, interaction skills?
- Do they need help engaging others to achieve organization results?

Does your organization need a fast-paced, engaging way to introduce foundation interaction skills?

## Getting Started As a New Leader

It's an exciting day in the workplace when an individual is recognized for his or her performance and rewarded with a promotion to the leadership ranks. The stellar individual contributor is magically transformed into a successful front-line leader. Unfortunately, that is not how the story typically unfolds.

This course arms new leaders with the knowledge and skills they need to confront the challenges associated with getting their footing — and getting results more quickly — in their new leadership roles. They learn how to focus their time and efforts on tasks that are most important to the organization's success. New leaders learn an approach that will accelerate their ability to achieve results through others.

### **Do you face any of these issues?**

- Does it take leaders too long to make the transition from individual contributor to leader?
- Are new leaders overwhelmed by the higher-level responsibilities they now have?
- Do leaders fail to help their team members understand how their work contributes to the organization's success?

Do leaders struggle with the transition from “buddy” to “boss” when they are promoted?

## Interaction Skills for Success

Did you know that everyone has two kinds of needs during any interaction: personal and practical? Improving people's interaction skills will improve the way your workforce thinks and acts.

This course presents the basics on how to work well together, reduce wasted time, lessen conflict, and influence interactions in a positive way.

### **Do you face any of these issues?**

- Is there a need for increased cooperation and courtesy among associates?
- Are your people “team players” or do they put themselves first?
- Do others resent coworkers for being too busy to help them?

Do your people doubt they can go beyond their “regular” duties to help others?

## Impacting Your Work Processes

Equipping employees to improve their own work processes increases efficiency, reduces rework, enhances customer satisfaction, and ultimately drives organizational performance.

While most training programs on work processes cover “macro” processes like manufacturing or order fulfillment, this course focuses on individual work processes. It gives your people the skills to take ownership of their jobs and streamline their processes to improve performance.

### **Do you face any of these issues?**

- Do people in your organization realize the individual impact they can have on the quality of your products or services?
- Do employees know what processes they each own in their jobs, and are they equipped to improve them? Are they aware that meeting customer needs is key to improving processes?

## Leading High Performance Teams

Today’s organizations demand that their teams do more. Good, solid, or adequate team outputs won’t produce maximum business results, but high performing teams will. The secret to helping teams perform at their best? The leader. Their knowledge, skills, and abilities can transform an acceptable team into an exceptional one.

This course provides team leaders with the tools and skills to perform three primary responsibilities — diagnose, coach and reinforce - that support their team’s growth. Leaders learn to diagnose behaviors and conditions that limit team performance. They are equipped to assess team strength and weakness, as well as to use coaching and reinforcing skills to be a catalyst for high performance and continuous improvement.

### **Do you face any of these issues?**

- Do your leaders proactively create conditions that allow work groups to perform as high-performing teams?
- Do team members accept shared goals and work together effectively to produce stronger organizational results? Do leaders understand their roles, and know which is the most appropriate approach to use in supporting team growth?

## Managing Your Priorities

The activities in this course provide the awareness and skills participants need to make better decisions about their daily work. Participants learn techniques that help them deal with complex interpersonal interactions, build strong work relationships, and increase their overall productivity, even in an environment where changing priorities are a daily reality.

### **Do you face any of these issues?**

- Do people react to one crisis situation after another instead of working on important long-term tasks?
- Do employees keep organized and have a plan to keep track of ongoing projects?
- Are employees less productive because of constant interruptions or tendencies to procrastinate?

## Personal Empowerment: Taking Initiative

If people see empowerment as something that is given to them, they will miss out on opportunities to take responsibility for action, or to take initiative to solve problems, improve processes, and give your company a competitive edge.

This course seeks to change the mind-set that empowerment is something that is given. It helps employees see that they can and should look for improvement opportunities.

### **Do you face any of these issues?**

Do people in your organization hesitate to suggest ways to improve work processes or to take prompt action when issues surface?

Do people who aren't the "leader" call a meeting to discuss a potential problem?

## Setting Performance Expectations

Achieving business results requires aligning an employee's individual goals with overall organizational strategy. Leaders must help people see how their efforts contribute to the success — or failure — of the organization.

This course helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it. When leaders conduct effective setting expectations discussions, people feel more motivated to perform well because they see how their efforts make a difference.

### **Do you face any of these issues?**

Do your leaders struggle with the "human side" of the performance management process?

Do they fail to achieve the purpose of expectations discussions — understanding, alignment, and agreement?

Are leaders providing the feedback and support employees need to meet their objectives?

Do leaders spend too much time coaching for improvement on people because they aren't committed to their performance plan?

## Resolving Conflict

Differences of opinion can quickly escalate into an out-and-out battle. In the workplace, it's the leader's role to recognize the signs of conflict and then to quickly choose the appropriate level of involvement to help resolve the issue.

This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic — regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

### **Do you face any of these issues?**

- Does conflict escalate because leaders fail to recognize the signs?
- Do leaders know what to do when a conflict is affecting productivity or morale?
- Do leaders have the skills to mediate a conflict when emotions are strong?
- Are they aware of the real cost of conflict to the workgroup and to the organization?

## Retaining Talent

The number one reason employees leave is their leader. Are your leaders doing all they can proactively to retain your most valuable assets — your people?

This course helps leaders understand their critical role in retaining organizational talent. They learn to identify what it takes to keep employees happy and satisfied, and how to conduct "quick check" discussions critical for retaining valuable employees. By taking a proactive approach to retaining people, and encouraging people to openly discuss what it will take for them to stay, leaders can create an environment in which people feel valued and satisfied in their jobs.

### **Do you face any of these issues?**

Are your leaders doing too little, too late when an employee is ready to walk out the door?

Is your organization losing some of its best and brightest employees?

Is turnover high because employees feel they're being under-utilized and will have greater opportunities elsewhere?

Do leaders know how to handle issues that come up in job satisfaction discussions?