



Course Descriptions

1. Controlling Your Time, Your Schedule and Your Priorities

If it feels like you never have enough time in your day to finish the things that matter. If you're tired of feeling unprepared, not quite on time, and under pressure to get things done. If it seems like everyone else tries to take control of your time so that you do what they want you to do, leaving your priorities undone.....

.....THEN this course will change your life and career! You will learn how to take control of your schedule. Your priorities. Your time.

This control increases your productivity and quality, while reducing stress and pressure for you and your team.

2. Effective Communication

We Communicate every day. Everyone communicates every day.

But many of us don't do it effectively, resulting in misunderstandings, lack of clarity, and frustration.

This is one of, if not the most important tool, for anyone who works with others - for anyone who supervises and leads others.

The problem isn't that it's terribly complicated, the real problem is that most of us just don't have the right tools and don't know the best way to put them into practice. This course will give you the key communication tools along with a clear understanding of how to implement them effectively.



3. Leading Productive Conflict

Most people do anything possible to avoid conflict. We put up with poor performance, bad attitudes, broken relationships, and hating our jobs rather than deal with conflict. Why?

Because we hate conflict. The reality is, nobody but a psychopath actively seeks unproductive conflict, but the rest of us do need to know how to deal with and even lead productive conflict.

There are times as a leader where you will need to initiate productive conflict for the health and productivity of your team. This course shows you how to change the way you view conflict – from a place of anxiety/uncertainty to one of confidence and courage.

It will also provide you with 15 tools necessary for you to lead productive conflict. This will change results for you professionally and personally.

4. How to Set and Measure Clear Expectations

How do people know what's expected of them? How can people succeed in what we need them to do? How can they find satisfaction in their job? They can't.

Not unless we give them clear expectations.

How can we evaluate where people are at? How can we give helpful feedback to the people we work with? We can't.

Not unless we have laid out clear expectations.

Setting clear expectations is the foundation of being able to help the people we work with/supervise succeed in their roles and reach their potential. It's not impossible, but it does take work and an understanding of what to do and how to implement it.



That's where this course comes in. Having access to the right perspective and tools is what makes this possible for you. It'll still take hard work, but now it's doable. If you want the people around you to reach their potential, you need to set clear expectations – here's how.

5. True Accountability Changes Results!

“What we need is more accountability”. If you've ever caught yourself saying those words, what did you mean? What did you do about it?

Accountability can be a powerful way to increase the results and productivity of your team. But what does it even mean to hold someone accountable? And how do we do it effectively?

Using the tools and skills you'll gain in this course will provide you with what you need to make accountability a key part of how your team functions, it will become a part of your team's culture. This is how you see lasting changes to the performance of your team.

6. Engaging Employees: Hearing their input and how to implement it in your workplace.

We hear a lot of talk about employee engagement. How do we attract and keep good people? Great question, but why are so few organizations and communities good at it?

Because we need to listen to what people are saying, what they think and what they see. Our people will see things that we don't and they'll see things from a different perspective than we do. We also need to let those we work with/supervise know that what they have to say and what they think matters.

It's not manipulation, it's about providing an opportunity for people to feel that they matter, that they're more than a cog in our “machine”. Have you ever been frustrated



by how people see their job as just a paycheck? Then we need to stop treating them like they only matter as much as they help us reach our goals.

We're in a time where there is a shortage of skilled employees, people who know what to do and do it well. If we want to attract and keep skilled people, we need to engage them so that it's more than just a way to get paid for them.

7. Execution: Making sure the important things get done every time.

Execution means we're getting the right things done, in the right way, at the right time, by the right people. Does this describe you? How about the people you lead? If not, we can change that together through this course.

Lack of execution keeps talented people from succeeding, from reaching their potential. Talent and education can be important, but without execution, they're like an expensive car that's out of gas, it's not going anywhere.

This course will help you do what most other people don't do – get the things done that you need to, when you need them done, and how you need them done. With the right tools, execution is not only for the select few, it's for you.

8. Don't Just React to Change: Lead it!

Change is a constant. In the last 2 years, and in the years ahead, we will face change like never before. Most people, including most leaders have and will simply react to it, without leading others through it.

How do we need to view change? What are the skills we need to lead ourselves and others through it? You'll find out in this course.

People are wanting leadership through change, yet most of the "leaders" around us have hidden themselves away, or claimed they didn't see the changes coming.



You can get ahead of the next round of changes – because change always happens – we take you through how to be one of the few who will step up, for the small, large and the once in a lifetime changes that will come your way as you lead others. Embrace and lead change instead of fearing and avoiding it.

9. Affirmation & Correction: 2 sides of the Same Coin.

“You’ve done a great job.... But you’re weak over here”. How often have you heard or said those words? Why do we have a hard time telling someone what they’ve done right, without telling them what they could have done better? Why do we have a hard time telling someone what they need to do better without also feeling like we have to sweeten it up with positive reinforcement?

Both affirmation and correction are vital, but we just muddy the waters when we try to use both of them at the same time. Here’s how you can use these valuable tools for helping those around you reach their potential.

10. Leading Multi-generational Teams

Some of the most often identified challenges from supervisors and leaders are: - How do we attract, hire, retain and engage employees from the younger generations? - How do we pass on what our older staff knows before they are gone from the workforce forever? - How do we help the 4 generations work together effectively?

In light of the challenges with multi-generational workplaces we put a course together that focuses on how you can recruit the best employees from our younger generations, retain them, and engage them as fully as possible.

It takes the right tools, skills and commitment to successfully create a team that will be effective not just now, but also into the future. This course provides the tools and helps you develop the skills – you need to provide the commitment.



11. Critical Thinking and Problem Solving

One of the challenges you'll be facing for the foreseeable future is that a majority of new employees will struggle with thinking critically and problem solving.

Smart phones, Googling answers and now using ai to get answers, without having to process information ourselves is creating a vacuum in our people's ability to solve problems.

In this course you'll learn how to gather necessary information, how to assess it, how to rank it in relation to other information – and finally.... How to use this information to draw accurate conclusions.

Rather than just calling for an answer, you need your employees to be able to solve many problems on their own, here's where that can start.

12. Leading When People Are Less Civil

Over the course of the last 6 years there's been an increase in frustration among the people you lead and the customers you serve. What happened?

Covid had an impact on people, supply chains, labor shortages, inflation, people's mentality, mental health, and patience. And you're dealing with the results.

But there's much more to it than just the reaction to a virus, something has been causing many of the people around you to be less civil to one another – think about how people talk to each other on social media – far less respectfully than we used to.

So what can you do about it? This course gives you practical insights and strategies for leading people who are not always civil, both in the workplace and out.



13. Helping Your Youngest Employees Succeed

Every generation is thought to be lazy, unmotivated and less skilled by previous generations....it's the same for Gen Z! Or is it?

We'll take a dive into why Gen Z has turned out with struggles in your workplace, that most older employees haven't had.

Gen Z might not have caused the problems, but they'll need to be able to rise above them and grow beyond them. So what can you do, as a supervisor to help your youngest employees succeed?

In 2 years Gen Z will make up 27-30% of the workforce, so you'll need to work with them and lead them..... so why not do it well and bring out their potential in your workplace?



Here's How the Courses Work:

1. Each course is broken down into (3) 1 hour sections
2. Each one hour section is divided into the following 3 segments:
 - a. Presentation of segment material – information
 - b. Interaction with another participant via cell phone – guided discussion
 - c. Application of the material and the discussion questions to real leadership situations
3. Each participant receives a 15-20 page(per module) workbook to work through for each course.
4. The material is put into the context of communities/municipalities – with the facilitator's experience in leadership brought into play.
5. If a participant is not able to participate in the course they are scheduled for, they can reschedule for an upcoming module.
6. There are no exams related to course material, but interaction during the course is encouraged strongly.