



Center for Business and Workforce Education

Leadership Development Series 202

January 2019-May 2019

8:30 AM –12:00 PM

RCTC Heintz Center – Room HA110

\$565 per person, Early bird special of \$525 if registered by 12/19/18

Are you looking to take your leadership skills to the next level? This series is designed to enhance leadership skills and to provide a venue for discussion and learning from others. The following classes will promote a higher-level thinking and problem solving to assist you in your leadership role. As you progress through the program, you will have the opportunity to build strong relationships with your cohort that will assist in building a leadership network along with supporting you in your leadership journey.

Program Schedule:

Date	Time	Topic	Location
January 16, 2019	8:30am – 12:00pm	Full Circle Leadership	RCTC Heintz Center- Room
February 6, 2019	8:30am – 12:00pm	Coaching for Employee Performance	RCTC Heintz Center- Room
February 27, 2019	8:30am – 12:00pm	Conflict at Work	RCTC Heintz Center- Room
March 27, 2019	8:30am – 12:00pm	Critical Thinking for Leaders	RCTC Heintz Center- Room
April 10, 2019	8:30am – 12:00pm	Managing in Times of Change	RCTC Heintz Center- Room
May 1, 2019	8:30am – 12:00pm	Employee Accountability	RCTC Heintz Center- Room

Session Descriptions:

Full Circle Leadership

Often, we think of leadership as hierarchical with individuals providing instructions and coaching to those who report to them. In reality, effective leaders know how to lead those above them, their peers, and those under them- the full circle of an organization. However, leading these different levels of people takes a specific skill set.

During this session, participants will:

- Compare and contrast challenges of leading up, across, and down the organization;
- Practice strategies for leading at all levels (full circle) of individuals

Coaching for Employee Performance

How do we take our employees from good to exceptional? The answer is coaching. During this course, we'll explore the communication and feedback skills necessary to help your employees develop the necessary skills to achieve their career goals.

During the session, participants will:

- Apply key coaching skills including building trust, active listening, empathy, and providing effective feedback;
- Practice identifying personal and career goals for coaches; and,
- Explore and apply coaching styles and models

Conflict Management at Work

Conflict happens. It happens between colleagues, with our customers, and even with our leaders. Many people struggle with conflict, however, with the right tools; we can resolve conflicts in a way that leaves both people feeling good. In this workshop, participants will learn concrete skills that can be implemented immediately to successfully resolve conflict.

Upon completion, participants will be able to:

- Identify sources of conflict between colleagues, customers, and leaders;
- Define your preferred conflict resolution style;
- Apply tools for successful conflict resolution in various settings; and,
- Explain how to deal with difficult people, especially those who not respond to your best conflict management skills.

Critical Thinking for Leaders

As leaders, we have a lot of information- data, opinions, and facts- coming our way. The question is how do we critically analyze the information to assure we are using sound judgement to examine and solve complex problems and determine the best decision given available circumstances and evidence.

During this session, participants will:

- Define critical thinking is;
- Apply methods for analyzing information; and
- Practice strategies for making informed decisions and problem solving.

Managing in Times of Change

This course explores the external and internal forces that drive change in an organization, why it's critical to adopt implemented changes and why most people still resist change. Learn techniques to guide employees through the change process. Participants will examine the human side of change, including communications, resistance, and leadership.

In this course, participants will learn:

- The Case for Change
- How people respond to change
- Managing through resistance
- Understand Critical success factors of change management

Employee Accountability

Holding employees accountable for their work and actions is a crucial part of the management process. Organizations that promote and follow through with accountability measures are more successful and productive. In this session, participants will learn about what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others.

Upon completion of this session, participants should be able to:

- Define Accountability
- Apply the cycle of accountability and the fundamental elements required to build an accountable organization
- Build skills required for accountability, including goal-setting, giving and receiving feedback and delegation
- Study ways to manage accountability for people not in your direct chain of command
- Learn ways to give effective feedback

Registration Form

Name:	(Last)	(First)	(M.I.)
Social Security Number: <small>Not required, for identification only</small>		<input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth:
Home Address:		Apt/Unit #:	PO Box #:
City, State, Zip:		Phone:	
E-mail Address:		<input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell	
		Alt. Phone:	
		<input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell	
Payment Required At Time Of Registration (does not qualify for financial aid)			
Student Signature:		Date:	
Registration Information: For registration and cancellation policies, please refer to our website: http://www.rctcbwe.com			
Payment Information:			
<input type="checkbox"/>	Check #:	By providing a check payment, you authorize RCTC to use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. We will use your check to make an electronic fund transfer, funds may be withdrawn from your account the same day we receive payment, and you will not receive your check back from your financial institution. Mail registrations with check payment to: RCTC c/o Business & Workforce Education 851 30th Ave SE Rochester, MN 55904	
<input type="checkbox"/>	Company Billing	Attn:	PO/Voucher #:
	Company Name:		Work Phone:
	Company Address:		City, State, Zip:

