

The Art of Caring Leadership

Four-Part Series

SESSION I

BUILDING COMMUNITY IN THE WORKPLACE

This is a highly interactive program focusing on the human side of every leader's job. Communication, teamwork, and a one-team attitude are needed for a high performance organization. The word *community* describes the character of today's successful work environment. It implies purpose, spirit and human belonging. These are qualities that address basic needs of individuals and groups from the executive office to the front line. Topics include:

- *Welcome and Introduction*
 - *Ice breaker (Tale of the Pig)*
 - *Characteristics of True Community*
 - *Positive vs. Negative Group Member Roles*
 - *Trust and Respect – Community Building Exercise*
 - *Understanding and Dealing with Different Types of People*
 - *Managing Conflict – 3 simple rules*
 - *Valuing Diversity as a Strength*
 - *Workshop/lab – Creating Communication, Teamwork and a 1-Team Attitude*
 - *On-The-Job-Application*
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Learning outcomes include:

- 1) The ability to work collaboratively to accomplish goals
- 2) The ability to build and maintain productive relationships with customers and colleagues
- 3) The ability to respond to the needs of culturally diverse people

SESSION II

HELPING PEOPLE THROUGH CHANGE

This is a highly interactive program focusing on *dealing with complex change*. Organizational strategies and individual coping skills are needed to survive the volume and pace of change in today's world of work. This program features the power of vision, the importance of attitude, and the key characteristics of the hardy personality. Topics include:

- *Ice Breaker (Full Cover Bingo)*
- *The Power of Vision – The Starfish Story*
- *Myths and Realities in Dealing with Change*
- *Leading Change – Seven Step Process*
- *The Importance of Attitude – It Starts With You*
- *Maintaining Balance – Personal and Professional Coping Skills*
- *Characteristics of a Hardy Personality*
- *Workshop/lab – Succeeding at Work and Living to Tell About It*
- *On-The-Job-Application*

Learning outcomes include:

- 1) The ability to achieve a compelling and inspired vision
- 2) The ability to deal with complex changes in structure, technology, tasks and people
- 3) The ability to model and encourage risk-taking and innovation

SESSION III

SERVICE EXCELLENCE THROUGH THE TEAM CONCEPT

This is a highly interactive program focusing on customer satisfaction through work group effectiveness, problem-solving styles, and team-building processes. Subjects are made practical for use back on the job. Come, participate, and learn team-building skills appropriate for all levels of leadership. Topics include:

- *Ice Breaker (What's my line?)*
- *Focus on Service (on stage-off stage/teaching each other the rides/putting customers first)*
- *What Customers Want/Why Customers Leave*
- *Working Together Works – Together Everyone Accomplishes More*
- *High Performance Work Groups – Characteristics of a Dream Team*
- *Avoiding Groupthink/Achieving Groupstrength*
- *Problem-solving Styles and Work Group Dynamics*
- *Workshop/Lab – Tapping the Constructive Power of the Group to Meet Customer Needs*
- *Personal Commitment – Would You Hire You?*
- *On-The-Job-Application*

Learning outcomes include:

- 1) The ability to put customers at the center of one's attention
- 2) The ability to use improvement techniques to achieve customer satisfaction, efficiency and effectiveness
- 3) The ability to make timely and ethical decisions based on frank and honest discussion, critical thinking skills, and appropriate data

SESSION IV

FOSTERING A HIGH PERFORMANCE CULTURE

This is a highly interactive program focusing on leadership effectiveness and people-building skills. Although management by objectives (MBO) is important, managing by values (MBV) is essential for today's successful leader. At the heart of caring leadership are basic honesty, mutual trust, respect for all people, personal courage, and if all else fails, the *caring confrontation*. Topics include:

- *Ice Breaker (Table Top Trivia)*
- *Productivity and The Importance of Leadership*
- *Leader as Teambuilder and Developer of People*
- *Trust, Respect and The Caring Confrontation*
- *Performance Management – Coaching Others to Succeed*
- *How to Attract and Keep Good People – The Importance of Morale*
- *Ethics at Work and Value-based Leadership*
- *Workshop/lab - Being The Leader You Always Wanted to Have*
- *Leadership Town Hall*
- *Graduation - Challenge and Charge*

Learning outcomes include:

- 1) The ability to hold people accountable to high standards of performance
- 2) The ability to establish performance goals, provide timely and candid feedback, address non-performance effectively, and celebrate accomplishments
- 3) The ability to be a role-model for truth, trust and respect