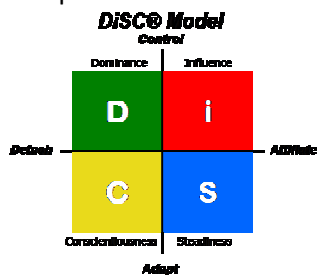


Introduction to Leadership Workshop

This 15 hour workshop prepares first time managers for their new role as a leader to gain techniques to meet the organization's goals through other people. Leaders will learn to be flexible in their leadership style and to be great motivators. The workshop can be at MCC or your location in 3-hour modules.

Improving Communications with Extended DISC®

Extended DISC® is the most widely used tool to assess the best communication method to use with coworkers and peers. Each will receive an individual assessment



and learn skills to improve the performance of an organization.

Extended DISC® helps employees at all levels to understand their own behavior, learn how and

when to adapt their behavior, improve communication, promote appreciation of differences, enhance team performance, and reduce conflict

The Changing Role of Leaders: This module examines the reasons behind the changes in the leader's role. The topics build the foundation for the program by presenting key concepts that help leaders become an effective part of the management team.

Flexibility: This module develops the Leadership model and introduces the skill of flexibility, identifies an individual's leadership style, and teaches motivational techniques to use with different people.

Diagnosis and Contracting: This module identifies the development cycle in building work skills and introduces the skill of diagnosis-the ability to assess an employee's development level and match it with the appropriate leadership style.

Being Specific and Building Self Esteem: This module highlights the need for leaders to be specific in their interactions with employees and shows how self esteem is linked to their work.

Listening: This module deals with the common problems associated with effective listening skills and introduces the EAR model of listening skills-Exploring, Acknowledging, and Responding.

Directing: This module presents the core skill of Style 1-Proving Work Direction. It provides a framework to give directions to each of the four levels of employees.

Coaching: This module presents the core skill of Style 2-Praising and shows how praise and recognition are essential in working with people who have some skill development.

Supporting: Participants learn the core skill of Style 3-Listening and reinforces the EAR listening skills and shows how they function in working with employees who have good skills, yet need support in working through their problems.

Delegating: This module presents the core skill of Style 4-Delegating and show the necessity of delegating to people who are capable of working well on their own.

Dealing with Persistent Performance Problems: Participants learn practical steps for dealing with performance problems of employees who know how to do their jobs but are not performing as needed.

For more information, contact:

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