



A leadership development program **helps build an individual's leadership skill and capacity to excel, both personally and professionally, in their role and organization.** The best leadership development programs are research-based and build needed competencies while preparing leaders to tackle the challenges they face.

These courses are designed for executives, managers, supervisors, and emerging employees who want to become more effective at leading themselves and others. Our leadership development courses come in five sections, each with interactive tutorials, interactive Application Activities and Knowledge checks. You'll have all the tools necessary to transfer knowledge into immediate actionable behaviors.

If you wish to have a Certified Chart Coach™ supporting your implementation, he/she has access to additional coaching support documentation to secure learning transfer in your organization.



Leadership Development

Our leadership curriculum focuses on essential skills and behaviors needed to lead others

1. TIME MANAGEMENT

- Missions/Goals/Manage "A" Priorities
- Eliminating Time Wasters
- Scheduling SMART
- Finding Hidden Time
- Maximizing Productivity

2. UNDERSTANDING DEI

- Diversity, Inclusion and Belonging
- Unconscious Bias
- Working Across Cultures
- Discrimination
- Workplace Well-Being

3. PROJECT MANAGEMENT

- Intro to Project Management
- Project Definition
- Project Planning
- Project Implementation
- Project Closure

4. CHANGE MANAGEMENT

- Understanding Change
- Initiating and Leading Change
- Four Stages of Change Transitions
- Communicating During Change
- Leading Non-Stop Change

5. RESILIENCE

- Leading through a challenge
- Strategies to become a resilient leader
- Building a resilient team
- Staying adaptable and resilient
- Personal resilience

6. COACHING AND MENTORING

- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Self-Coaching
- Giving and Receiving Feedback

7. EXPERTISE/EMPLOYEE RETENTION

- Leadership Expertise
- Confidence in any Situation
- Leadership Credibility
- Hiring the Right Talent
- Retaining the Right Talent

8. CAREER DEVELOPMENT

- Overcoming Workplace Barriers
- Assertiveness
- Meeting Skills
- Conflict Management
- Moving Up the Ladder

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9. PROBLEM-SOLVING

- Early Problem Recognition
- Four Stages of Problem-Solving
- Defining/Analyzing Problems Accurately
- Confident Decision-Making
- Crisis Resolution

10. EMOTIONAL INTELLIGENCE

- Defining and Understanding EI
- The Emotional Intelligence Framework
- Managing Emotions and Mindset
- Practical Steps to Develop EI
- Techniques to Build EI Skills

11. COMMUNICATION SKILLS

- Fundamentals
- Effective Meetings
- Verbal Communication
- Writing Skills
- Communicating with Empathy

12. ETHICS

- Introduction to Ethics
- Employee Ethical Responsibilities
- Ethical Dilemma Decision-Making
- Ethical Problem-Solving
- Leading Ethical Conduct

13. CRITICAL THINKING

- Introduction to Critical Thinking
- Managing Deception and Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding: Explanations

14. RESPONSIBLE INITIATIVE

- Personal Leadership
- Initiative for Responsible Results
- Achieving Results with Others
- Personal Accountability
- Overcoming Obstacles

15. INFLUENCE

- Appropriate Use of Power
- Six Influence Techniques
- Getting Others to Follow Your Lead
- Win-Win Negotiation
- Credibility: Maximizing Your Influence

16. REWARDS AND RECOGNITION

- Giving Rewards and Recognition
- Self-Appreciation
- Appreciative Inquiry
- Customer Appreciation
- Empowered Compliments