

Potentials Unlimited Leadership 201

Certificate Program



Purpose

To provide leaders with the knowledge, skills and abilities required to work and thrive in a High Performance Leadership environment. This program builds on prior investments made in our core Leadership Certificate Program.

Program Overview

This program provides 4 days total training, with approximately 2 days focused on Leadership Development and 2 days focused on Leadership Team Development Exercises and Tools.

Pre-work

1. **Read Silo's, Politics and Turf Wars** by Patrick Lencioni
2. **Read StrengthsFinder 2.0** by Gallup
3. **Read The Oz Principle** by Conners, Smith and Hickman

Session One – 8 hours

AM – Leadership Development – Leading with Accountability

- Clarifying Expectations
- Helping People Deliver on Promises
- Leading Above the Line
- Coaching to GROW practice

PM – Leadership Team Development

- What's on your mind?
- Accountability in Teams
- Developing Thematic Goals
- Team Development Action Planning

Session Two – 8 hours

AM – Leadership Development – Masterful Feedback 2

- Learning exchange – successes and challenges with Accountability Conversations
- StrengthsFinder 2.0
- Applying the Oz Principle
- Advanced Feedback Approaches

- Coaching to GROW practice

PM – Leadership Team Development

- What's on your mind?
- Assessing Performance on Team Norms
- Team Plan on a Page
- Team Development Action Planning

Session Three – 8 hours

AM – Leadership Development – Making Difficult Conversations Easier Part One

- Learning exchange – successes and challenges with The Feedback Framework
- Making Difficult Conversations Easier (MDCE) Part One
 - My Stuff – preparing for the conversation
 - Dialogue – creating shared understanding and generating options
 - Contracting – agreeing on a path forward
 - Engage – sustaining the agreed upon changes
- Coaching to GROW practice

PM – Leadership Team Development

- What's on your mind?
- MDCE Practical Application Project
- Applying StrengthsFinder 2.0 within a Team
- One-on-One Team Feedback Conversations
- Team Development Action Planning

Session Four – 8 hours

AM – Leadership Development – Making Difficult Conversations Easier Part Two

- Learning Exchange – successes and challenges with MDCE Part One
- MDCE Part Two
 - Contracting – agreeing on a path forward
 - Engage – sustaining the agreed upon changes
- Coaching to GROW practice
- Leadership Action Planning

PM – Leadership Team Development

- What's on your mind?
- Assessing our Stage of Team Development
- Generating Ideas and Actions for Team Development
- Participant Presentations on Lesson's Learned and Actions

Your Investment per participant

Program Tuition	\$ 2,570.00
Program Materials	\$ 190.00
Total Investment per person	\$ 2,760.00

NOTE:

Potentials Unlimited offers open programs to participants from any organization. Programs can also be delivered in-house to a single organization. Programs require a minimum of 8 participants.

Evaluations:

- Participants must attend each session and complete a total of 32 hours of training. Successful graduation requires sign-off from the program instructor and from the participant's immediate supervisor indicating they have completed all assignments and put the tools into practice.

Instructor

- The program instructor is Phil Mittertreiner from Potentials Unlimited Inc.

DETAILED LEADERSHIP DEVELOPMENT MODULE OVERVIEW

Module One: Leading with Accountability

Accountability is an integral part of leadership. This module prepares leaders to be role models of accountability within their organization. Topics include:

- Clarifying Expectations to Support Accountability
- Helping People Deliver on Promises
- Leading Above the Line
- The Oz Principle

The module also includes a Coaching to GROW peer coaching practice session.

The afternoon focuses on Team Development. The team will practice the 'What's on your Mind' team connection framework. They will be introduced to ideas for applying the Accountability framework within a team context. In addition they will be introduced to the thematic goal concept.

Time: Eight Hours Classroom

Module Two: Advanced Feedback Approaches

This module further develops the feedback knowledge and skills of a leader. Topics include:

- Feedback assessment. Uncovering current patterns within feedback.
- Assessing Feedback Performance
- Feedback Framework Practical Application
 - Observation, Assessment, Advice
 - Reinforcing and Corrective
 - Feedback and Recognition
 - Feedback and Requests for Change

The module also includes a GROW Model practice session.

The afternoon session focuses on team development. The team will assess their performance relative to the team norms framework. They will also be introduced to best practices for the Team Plan on a Page and generate application ideas. The session will conclude with the generation of a team action plan to sustain the progress

Time: Eight Hours Classroom

Module Three: Making Difficult Conversations Easier Part One

Overview

The Making Difficult Conversations Easier (MDCE) Workshop provides professionals, team leaders and managers with the awareness, skills, tools and confidence they require to initiate and successfully conduct difficult conversations.

Participants will confidentially review difficult conversations they are facing. They will chose one and run this situation through the MDCE framework. Upon learning new approaches and tools participants plan, prepare and practice to enable future success in this and other difficult conversations within their professional and personal lives.

The module also includes a learning exchange where participants discuss application successes and challenges associated with the homework from the prior module. The module closes with an additional Coaching to GROW peer-coaching session and action planning to sustain the changes.

Agenda

Introduction

- Why is this so difficult?
- Identifying your current difficult conversations
- Clarifying your current approach
- What's worked before – your existing best practices
- The MDCE Framework

M – My Stuff

- Preparing for difficult conversations
- The 10 critical questions to ask yourself
- My Stuff Self Assessment

The afternoon portion of the agenda focuses again on Team Development. The team will review practical application ideas and generate actions for the MDCE Framework. They will conduct one-on-one feedback conversations applying the framework. They will generate an action plan to sustain the learning

Time: 8 Hours Classroom

Module Four: Making Difficult Conversations Easier Part Two

Overview

The Making Difficult Conversations Easier (MDCE) Workshop Part Two finishes the process started with MDCE Part One. Program elements include:

D – Dialogue

- Putting In – my reality statement
- Pulling Out – understanding your reality
- 7 pull out questions
- Dialogue – exploring options and obstacles
- Questions to support dialogue
- Dealing with defensiveness, blame, and other obstacles
- On track, not sidetracked
- Words and statements to avoid
- Preparing your opening statements
- Practicing your opening statements

C – Contracting

- Reaching agreement on a path forward
- Important elements in an agreement

E – Engage

- How to keep connected and prevent myself from getting into this mess again
- Special considerations for extra tough situations – group discussion
- Your summary - pulling it all together
- Action planning

The afternoon focuses on Leadership Team Development.

Topics Include:

Applying the framework in the team

Assessing Team Development Stage

Participants are expected to deliver a 10-15 minute presentation on Lesson's Learned and Action Plans prior to graduation

Time: 8 Hours Classroom

This page intentionally left blank

This page intentionally left blank



Potentials Unlimited
INCORPORATED

For additional information please contact

Phil Mitterreiner

| phone 403 830-4442 | email philm@potentials-unlimited.com | www.potentials-unlimited.com

25/10/2018