



# Develop Great Leaders

Improving business strategy and performance

The Competitive Edge provides training that is results oriented, interactive and fun. Participants consistently say that the training is the best they have ever experienced.

The approach is customized to fit the unique situations of your organization and industry with discussions that bring clarity to real issues and challenges.

Leaders benefit from a process of self evaluation, thought provoking ideas, engaging activities and the creation of individual excellence plans. It is training that drives results that are impacting and sustainable.

## Leadership Excellence Model



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# Individual Effectiveness

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## **Basic Problem Solving**

This session introduces you to a four-step problem solving process. You will learn how to define the problem; analyze to determine the root causes, develop solutions to the problem, and execute an implementation plan.

## **Creative Thinking**

Learn what creativity is and how it comes out through people. Believe it or not, everyone has a substantial amount of creativity in them, though most times it remains untapped. Creative people work hard to continually improve ideas and solutions. We're going to tap your creativity through various exercises.

## **Discovering and Leveraging Strengths**

Focused on enhance awareness of your strengths, learn how your strengths can be used effectively to increase performance and efficiency in your organization, recognize strengths in others and how to best utilize these strengths in a team environment, and identify team assets and potential blind spots

## **Personal Accountability**

This session is focused on identifying and demonstrating ways you can be more personally accountable for your actions by understanding and focusing on what you can influence and identifying ways to make things happen.

## **Organization and Time Management**

Provide understanding of organizing techniques and effective planning through effective time management techniques.

## **Professional Etiquette**

## **Project Management**

The ability to organize, plan, schedule and control a project is a critical skill. This session will introduce participants to the basic project management skills and processes.

## **Thriving in Change**

Change is all around us, all the time. It is critical to understand how to thrive during change. This session covers; understanding reactions to change, responding to change and building personal strategies for change.

## **Customer Service: *Creating the Customer Experience***

This session walks participants through defining customer service excellence and its impact providing skills and tools to positively impact the customer experience.

## **Customer Service: *Effective Customer Conversations***

To plan and conduct effective customer conversations including making a positive impression, using effective listening skills to determine needs, provide solutions specific to the customer and how to work with upset customers.

## **Customer Service: *Professional Customer Service Etiquette***

This session focuses on the understanding and demonstrating effective professional customer service etiquette – in person, on the phone and through email.

## **Customer Service: *Cross Selling and Upselling***

Understand the organizations products and services, communicate benefits to customers using unique value propositions and demonstrate how to identify and communicate about other products with customers based on the customers' needs.

## **Customer Service: *Work Styles and Building Seamless Service***

To understand individual work styles and how to work effectively with others. Understand and build a support network for providing excellent service.

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# Leading Others

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## **Building Trust**

The development of trust is critical to creating a synergistic relationship with team members. A lack of trust in a group leads to behaviors that may impede performance. You will learn how to be trustworthy and develop trust.

## **Developing Others**

Develop leaders to effectively develop others through creating development plans, training and coaching to help others reach their potential and positively impact business results.

## **Effective Communication Skills**

To develop and demonstrate effective communication skills by assessing your communication skills, evaluate when communication is important in your role, using the communication model to improve communication skills, and choosing the best method for communication.

## **Employee Engagement**

Understand the impact of engagement on organizational success and assess your personal level of energy and engagement. Understand Maslow's Hierarchy of Needs and factors that motivate employees. Identify strategies to increase engagement and build team energy.

## **Empowerment**

Effectively empower others to drive employee development and motivation and to dramatically impact business results. This session will develop leaders to effectively empower others using a flexible style to help others reach their potential. Understand the styles of empowerment and the importance of flexing your style based on the unique needs of individuals and situations. Understand and use the empowerment process.

## **Hiring and Interviewing**

### **Managing Conflict through Crucial Conversations**

To better prepare and equip leadership with approaches, methods, strategies and experience in dealing with various levels of conflict for themselves, within the team and the organization. Help to determine your individual conflict management style and how to adjust it based on the conflict situation.

### **Managing Performance**

Develop leaders to effectively set, communicate and work with employees to achieve their goals and expectations. Participants will understand the benefits and challenges of managing performance, provide effective performance planning, communicate and track performance expectations and goals, give positive and re-directive feedback to help ensure successful achievement of goals and provide performance appraisals that drive results.

### **Matter of Respect**

To create understanding of the organization's policy concerning harassment, what behavior constitutes harassment, and the procedures to follow if they feel that they have been harassed.

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# Leading Teams / Departments

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## **Appreciating Differences – Birds Of Different Feathers**

A light hearted way to look at work styles based on four bird types: the dove, peacock, hawk and owl. Focus on understanding and appreciating the differences in others.

## **Appreciating Differences in the Work Place – Myers Briggs**

Identify and appreciate different styles in the workplace. Learn how to capitalize on your strengths and the strengths of others. Develop a more effective team by using type assessment to increase communication and acceptance of diversity and differences.

## **Business Acumen**

Increase Understanding and Impact on Business Results. Learn how to describe business acumen and its impact, describe what to look for in financial statements, use business information to make interpretations and strategies for business success, and identify which business measures you can impact and how.

## **Engaging Others In Decision Making**

This session will focus on understanding the benefits and challenges of engaging others by determining appropriate decision making options, gathering input, communicating the decisions and providing recognition for input.

## **Great Leaders**

Understand leadership and management skills and develop a plan based on your strengths and opportunities. Understand the core of being a great leader including focus areas like personal accountability and inspiring trust.

## **Leading Change**

How important is it for organizations to change? Change is absolutely critical to the continued success of any organization. Why do organizations find change so difficult to implement? At the conclusion of this session you will be able to: understand continuity and change, understand reactions and characteristics to change, realize why change is essential, find the hidden opportunities change present, and develop strategies for responding to change.

## **Leading Problem Solving**

Develop skills to enable individuals within a team to facilitate and lead groups through an effective problem-solving process. This increases the team's ability to work together, make better decisions to meet business objectives.

## **Outrageously Successful Meetings**

Great meetings don't just happen; their designed! What people and processes do you need to make it outrageously successful? In this session you will differentiate between when to have a meeting and when to use another forum. We will walk through the essential components of planning a meeting by deciding the purpose of the meeting, the objectives/outcome, and the agenda. We will practice how to effectively facilitate the meeting.

## **Presentation Skills**

After completing this session, you will understand the purpose of having different types of presentations and the techniques of an effective presenter. We will walk through effective "fear management" techniques and will even practice delivering presentations in front of the group.

## **Team Formation**

Understand the stages of team development. Understand and demonstrate how to set up the team for success by developing a team charter including team purpose, roles and responsibilities, priorities, communication and metrics.

## **Team Environment**

Understand what creates effective team environments. Develop effective teams by understanding team dynamics and team energy. Evaluate the energy level of the team and develop strategies to increase the energy to realize results.

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## Leading Across Teams / Departments

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### **Interdepartment/Interteam Relationships**

This session focuses on understanding the importance of effecting aligning and working across groups. Understand the important components of building respect and trust in working with others for the benefit of the organization. You will also identify the benefits and challenges of working across groups and develop a plan to improving working relationships.

**Leading Projects - - coming soon**

**Influencing & Negotiating - - coming soon**

**Managing Risk - - coming soon**

**Partnering - - coming soon**

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## Organization Leadership

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### **Customer Understanding and Focus**

Provide the skills and knowledge to build customer loyalty and engagement by maintaining ongoing effective communication with key customers, ensuring the company is easy/attractive to do business with and creating compelling value propositions that differentiate the company and products from the competition.

### **Entrepreneurial Thinking**

This session was developed for various levels of leadership to help them better understand their role as leaders. You will better understand the role of the Entrepreneur/Intrapreneur and identify how we need to incorporate that kind of thinking and behavior. We will also determine issues and barriers to intrapreneurial behavior and identify how you will influence the business in an intrapreneurial way. You will leave the session with a commitment to exhibiting intrapreneurship

### **Market Understanding and Focus**

To provide the tools and knowledge to identify the global forces that impact businesses and why these forces need to be monitored, determine the micro-forces that impact an industry's attractiveness and how to address them, evaluate and select market segments, and distinguish the different patterns of target market selection.

**Organizational Agility - - coming soon**

**Political Savvy - - coming soon**

### **Strategy Execution and Engagement**

Develop leaders to communicate a clear and compelling vision and priorities; build architecture to implement that vision and direction; and empower and enable others to execute that vision

### **Strategic Thinking**

Inspire and direct your team to greater readiness and competitiveness. Use strategic thinking to add value to your organization by understanding the needs and expectations of your customers and stakeholders; understand what impacts the business and determine what to do about it, make decisions and take actions for the long-term that are shaped by the vision, core values, awareness of the environment, and awareness of the interdependencies.

### **Targeted Innovation**

To provide tools and knowledge to creatively generate and screen new ideas, identify and develop new products/services that provide differentiation and drive major growth.