Learning Objectives

Adapting Your Leadership Style

+ Identify the qualities of an effective leader
+ Make the mental shift from individual productivity to influencing others
+ Recognize style differences in others and be able cater to their preferences
+ Build rapport using verbal and nonverbal messages
+ Conduct constructive one-on-ones
+ Give positive and negative feedback to different styles
+ Develop individual motivation approaches for employees
+ Facilitate a meeting effectively

The Art of Effective Communication

+ Establish a working definition of communication
+ Review communication models and their key elements
+ Apply personality assessments to develop effective communication skills
+ Investigate different styles for communicating
+ Establish how tolerance for disagreement affects communication
+ Devise strategies to avoid unnecessary conflict
+ Identify common communication filters and their potential impact
+ Analyze how authority shapes communication
+ Adopt tools for effective communication
+ Develop a personal communication action plan

The Art of Influencing Others

+ Build rapport and develop genuine relationships
+ Improve communication skills, including verbal and nonverbal messages
+ Recognize common barriers to communication
+ Understand and use communication styles to tailor your communications
+ Resolve conflicts

Assertiveness Skills

+ Define assertiveness
+ Recognize the assertiveness continuum
+ Identify personal blocks to assertiveness
+ Demonstrate assertive language and behaviors
+ Avoid language and behaviors that aren't assertive (passive, aggressive, or passive-aggressive behaviors)
+ Use assertive behaviors in everyday situations

Balancing Priorities

+ Understand the importance of managing priorities
+ Determine the obstacles that undermine productivity
+ Prioritize your tasks, activities, and responsibilities
+ Employ strategies for making the best use of your time
+ Describe ways technology can keep you on track

Behavioral Interviews

+ Identify competencies for which to screen
+ Write behavior-based questions
+ Conduct an interview effectively
+ Avoid legal pitfalls
+ Evaluate candidates' responses objectively
+ Start new employees off on the right foot

Business Etiquette

+ Use basic courtesy and manners
+ Practice common business etiquette to build and maintain relationships
+ Implement practices for respecting yourself
+ Be resilient in difficult situations
+ Interact in a respectful manner with coworkers and subordinates
+ Interact respectfully with individuals with disabilities
+ Establish positive human connections
+ Maintain relationships with strong communication skills
+ Use technology effectively
+ Incorporate the traits of successful and respected managers into daily routines
+ Balance work and personal life appropriately

Challenging Negative Attitudes

+ Adjust your own attitude regarding your work situation
+ Control the impact of negative situations
+ Deal with negative people more effectively
+ Determine how explanatory styles contribute to pessimism or optimism
+ Practice using disputation to enhance your optimistic side
+ Discriminate between situations that call for optimism versus pessimism
+ Use specific coping tools for dealing with change
+ Identify the negative norms present in your own organization, department, or team
+ Use a four-step process to eliminate negative organizational norms

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Coaching Conversations

+ Identify the four steps of a coaching session and how they are applied in various contexts
+ Recognize the correct application of inquiry and advocacy in a coaching session
+ Apply basic coaching techniques to coaching for:
    - Performance improvement
    - Career development
    - Training for specific skills
    - Coaching a business team

Coaching for Development

+ Learn to discern the difference between coaching and other development strategies
+ Discover the key elements of successful coaching relationships
+ Understand the coaching process and how to apply each step in it
+ Identify common challenges to successful coaching
+ Discover effective strategies for managing challenges
+ Establish and maintain a successful coaching relationship with an employee

The Communication Mystery: Solved

+ Recognize common myths and facts related to communication
+ Understand the value or destructiveness of assumptions in communication
+ Distinguish among the four paths of expression
+ Learn assertive-speaking techniques
+ Practice using assertive, positive language when communicating with others
+ Use active-listening skills to communicate with others in a group
+ Practice effective listening techniques
+ Become sensitive to behaviors that may or may not obstruct problem solving
+ Practice successful problem-solving techniques

Creative Problem Solving

+ Identify roadblocks that prevent creative thinking
+ Develop creative attitudes and learn to see that all problems have opportunities
+ Rediscover your creative ability
+ Focus and direct creative efforts
+ Overcome criticism and gain acceptance for new ideas
+ Learn creative and effective techniques to recognize and identify problems
+ Explore techniques for managing creative people
+ Realize the significance of humor and how it impacts creativity

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Critical Thinking Skills

+ Define critical thinking
+ Identify and adopt the characteristics of critical thinking
+ Recognize and avoid critical thinking mistakes
+ Identify assumptions
+ Evaluate information accurately and thoroughly
+ Distinguish between fact and opinion
+ Implement the critical thinking process in business situations

Critical Thinking Skills - Applied

+ Demonstrate the four characteristics of critical thinking to help you gather and assess the right information.
+ Follow the three-step process of critical thinking to ensure you thoroughly review issues and potential solutions.
+ Recognize and avoid the four critical thinking mistakes.
+ Apply the process of critical thinking to real-world situations.

Cultural Competency

+ Identify the elements of cultural competence in the workplace
+ Increase your understanding of your own cultural background and how it affects your perceptions and interpretations of other cultures
+ Recognize the three dimensions of cultural awareness when interacting with other cultures
+ Develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups
+ Understand how values differ among cultures
+ Identify different communication styles among diverse cultural groups
+ Give and receive feedback in a caring, respectful way
+ Adapt behaviors that support cultural competency and minimize behaviors that undermine it

Customer Service Over the Phone

+ Recognize the components of customer service
+ Identify the roles of a customer service representative
+ Practice techniques for taking control of the call
+ Learn to handle angry customers
+ Implement strategies for staying motivated

Delegating for Growth

+ Recognize delegation as a tool for employee growth (not just as a way to lighten your own workload)
+ Prepare yourself to delegate effectively
+ Assess your employees to determine their delegation needs
+ Match employees and projects appropriately
+ Identify barriers to delegation and overcome them
+ Apply the steps to delegating effectively
+ Handle mistakes, missteps, and failures as learning opportunities

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Developing Positive Relationships at Work

+ Base every working relationship on a common purpose
+ Demonstrate actions that build trust and avoid those that erode trust
+ Model the positive relationship behaviors you seek in others
+ Manage, not manipulate, relationships
+ Implement strategies to improve or survive relationships
+ Set boundaries and stand your ground

Developing Your Direct Reports

+ Recognize the difference between performance management and development coaching
+ Implement a strengths-based approach to development
+ Provide employees with the tools to assess their strengths and development needs
+ Conduct a positive development discussion
+ Identify a variety of paths to development
+ Create an effective individual development plan

Diversity Awareness

+ Understand the subtle ways that bias occurs.
+ Identify instances of devaluing others through small, subconscious behaviors and micro-inequities.
+ Establish a framework to increase inclusion at the organizational level.
+ Recognize different ways of conveying respect.
+ Address conflict productively and respectfully.
+ Lead by example and be part of the solution.

Effective Listening Skills

+ Describe the importance of listening
+ Identify barriers to listening well
+ Implement the steps of active listening
+ Uncover hidden messages
+ Listen in emotional situations
+ Increase information flow to enhance productivity and teamwork

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Effective Negotiation Skills

+ Develop an effective plan and strategy for any negotiation
+ Recognize interests and issues and avoid unnecessary positions
+ Become more persuasive
+ Use techniques that draw information from the other party
+ Minimize conflicts and deadlocks
+ Ask and answer questions to control negotiations
+ Deflect personal, hostile, or irrelevant objections by reestablishing common ground in negotiations
+ Create a list of concessions that can be "given" during the negotiation to use as bargaining tools
+ Read body language, facial expressions, and other signals to uncover "hidden" messages
+ Neutralize manipulative tactics
+ Maximize closure opportunities

Emotional Intelligence

+ Manage your emotions by recognizing how thoughts and emotions are connected
+ Improve your self-control by identifying physical cues indicating that your emotions may be taking over
+ Discover how emotional intelligence can help you develop more positive relationships at work
+ Learn how to use assertive communication to express your needs and feelings appropriately
+ Learn how to respond more quickly and positively to changing circumstances
+ Improve your ability to remain composed in stressful situations
+ Explore how to use emotional intelligence to bounce back from setbacks
+ Learn how to develop a more optimistic outlook

Employee Engagement

+ Recognize the importance of knowing every employee as a unique individual.
+ Identify each employee's strengths and how to leverage them in the workplace.
+ Show your support by minimizing obstacles that frustrate employees—including yourself!
+ Create a career path and meaningful work for each employee.
+ Foster an environment where employees feel free to ask and say anything.
+ Show appreciation and recognition in a way that is meaningful to each employee.

Ethics in the Workplace

+ Dispel common myths about business ethics
+ Describe the ideal ethical workplace
+ Implement ethics guidelines and policies in your organization
+ Identify and resolve typical ethical dilemmas
+ Recognize common excuses for unethical behavior, and what to do about them
+ Deal with unethical coworkers, customers, and vendors

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Financial Intelligence

+ Identify the advantages of analyzing financial information
+ Understand the purpose and benefits of budgets
+ Differentiate among various financial instruments
+ Conduct horizontal and vertical analyses using your organization's financial information
+ Recognize which ratios are most important to your organization

Fundamentals of Strategic Planning

+ Identify the elements of an effective strategic planning model
+ Identify a good foundation for creating a strategic team
+ Discover your strengths, weaknesses, opportunities, and threats when setting directions
+ Define strategic values
+ Participate in a strategic planning effort
+ Avoid common pitfalls that derail strategic plans

The Golden Rule

+ Examine the behaviors that contribute to a respectful workplace at the individual and organizational level.
+ Recognize the importance of building an organizational culture that fosters respect.
+ Implement strategies to maintain a respectful work environment when faced with stress, uncertainty, and change.
+ Maintain and rebuild respect after there has been an offense.

How to Handle Change and Upheaval

+ Evaluate typical attitudes toward change
+ Recognize the signals of change-related stress
+ Understand the four parts of the change cycle
+ Apply positive strategies for coping with change

How to Make Yourself Indispensable

+ Take ownership of your responsibilities and results
+ Take initiative to go above and beyond what is expected of you
+ Expand your sphere of influence
+ Perform well under pressure
+ Adapt to changing situations
+ Be someone others want to work with
+ Help others improve their performance
+ Avoid being "irreplaceable" - locked into your role and unwilling to share your knowledge

How to Manage Your Emotions

+ Recognize the messages emotions send at work
+ Understand the trigger-perception-response cycle
+ Reframe our thinking to avoid emotional outbursts
+ Replace emotional outbursts with productive confrontations
+ Recover from your own, or another person's, emotional outburst
+ Employ long-term strategies to channel emotions productively

Ideas Into Action

+ Recognize common myths and misconceptions about innovation
+ Use multiple "intelligences" to generate a variety of ideas
+ Apply the characteristics of creative people to any problem or issue
+ Follow a four-step process for team innovation
+ Promote innovation without regulating it
+ Use cross-functional teams to foster innovation
+ Spot sacred cows in your organization

Increasing Your Emotional Intelligence

+ Develop your level of emotional intelligence
+ Identify negative consequences of unmanaged emotions on your personal effectiveness
+ Describe the importance of emotional intelligence to building good relationships
+ Increase your empathy and social skills
+ Practice techniques to achieve greater self-awareness, self-control, and self-motivation
+ Understand how emotional intelligence can be applied at the workplace to enhance employee relationships and increase productivity

Leadership 101

+ Identify key characteristics of leaders
+ Build trust and confidence with employees
+ Avoid behaviors that undermine leadership
+ Promote teamwork and esprit de corps
+ Act decisively
+ Demonstrate leadership in a crisis

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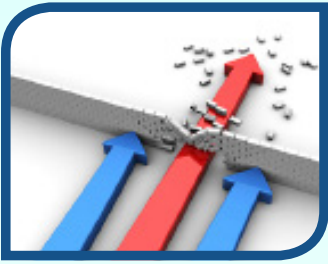
Leading Others Through Change

+ Understand why change initiatives fail and how to ensure their success
+ Implement a framework to actively lead change efforts
+ Plan for the success of future change through close evaluation of current initiatives
+ Identify, acknowledge, and manage resistance to ensure an efficient transition
+ Apply techniques for increasing and gaining commitment to change

Learning to Manage

+ Understand how to make the transition into management.
+ Avoid the common pitfalls that derail new managers.
+ Discover how to communicate effectively up and down your organization.
+ Explore ways to effectively delegate work and encourage employee development.
+ Identify how to manage task-related and interpersonal crises.
+ Develop self-awareness and determine the support you need to successfully manage employees.

Managing Offsite Employees

+ Discuss benefits and challenges of offsite working relationships for employees, managers, and organizations
+ Explain the importance of successfully managing offsite employees
+ Identify the factors and tools that must be in place for an offsite employee to be effective
+ Describe the role that trust and communication play in the success of an offsite relationship
+ Employ strategies that help offsite employees stay on track and that deal with common problems faced by managers
+ Follow a set of best practices for successfully managing offsite employees

Managing Up

+ Identify and support your supervisor's strengths, weaknesses, and working style.
+ Proactively seek consistent communication and monitor data.
+ Determine your supervisor's priorities, goals, and pressures.
+ Establish expectations and a clear system of organization.
+ Help to eliminate preventable problems and use effective problem solving skills to find resolutions.
+ Exhibit positive behaviors that make you an invaluable employee.

Managing Teams

+ Determine the fundamentals for establishing a team
+ Develop a team charter and project plan
+ Clarify team roles and personality types
+ Define leadership responsibilities and functions
+ Understand how to lead through coaching
+ Facilitate team meetings effectively
+ Make decision making beneficial
+ Handle conflict appropriately
+ Understand and deal with communication issues
+ Troubleshoot problem situations on the team
+ Measure a team's success
+ Reward team accomplishments

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Meetings

+ Recognize ways to change your mindset about meetings.
+ Eliminate habits that make meetings unproductive.
+ Identify alternatives to holding traditional meetings.
+ Demonstrate effective facilitation skills.
+ Help your group make decisions quickly.
+ Ensure that every meeting ends with actionable items.

Mental Models

+ Define mental models and describe how they influence the workplace
+ Identify your own mental models
+ Recognize assumptions in your mental models
+ Reveal hidden assumptions
+ Avoid typical mental mistakes
+ Implement strategies to adjust inaccurate mental models

Motivating Employees to be Their Best

+ Identify major factors that affect motivation
+ Apply dialog and listening skills that model community, influence, and openness
+ Take specific actions to foster trust within a group
+ Model the concept of accountability
+ Teach a four-step process designed to help groups learn from mistakes
+ Encourage group initiative-taking
+ Identify and apply strategies for dealing with outside pressures that negatively affect motivation
+ Match or tailor your leadership style to various employees' motivational preferences

The Multi-Generational Workplace

+ Describe the changing workplace
+ Identify the four generations in the workplace
+ Describe the characteristics of the four generations in the workplace
+ Examine the stereotypes associated with each generation
+ Identify potential challenges when interacting with the different generations
+ Demonstrate techniques that foster respectful communication with different generations
+ Develop an action plan to connect to all generations in your workplace

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Navigating Difficult Conversations

+ Understand the nature of difficult conversations and what it takes to handle them
+ Identify the seven stages of handling difficult conversations
+ Use empathy in a way that minimizes negative responses and strengthens relationships
+ Apply best practices for preparing, initiating, and delivering the conversation
+ Discover how to generate solutions and bring the conversation to a close

Onboarding

+ Explain the purpose of onboarding and the benefits it provides to new employees.
+ Describe four key onboarding elements and how they support the onboarding process.
+ Describe actions you can take and information you can use to successfully integrate new employees within the context of the four key elements.
+ Prepare information relating to the four onboarding elements to use and share with new employees during the onboarding process.v

Organizational Trust

+ Assess the level of trust in your organization and your own trustworthiness.
+ Be mindful of the results of distrust between employees and for an organization.
+ Identify the characteristics that engender trusting employees and organizations.
+ Discover common "trust busters" and specific actions you can take to prevent them in the workplace.
+ Explore the ways organizations and teams can build a culture of trust.
+ Identify the warning signs of a low-trust organization and how to restore trust when it's been lost.

Performance Management

+ Understand the elements of an effective performance management system
+ Help employees create individualized performance goals
+ Provide clear direction so that employees know what is expected of them
+ Offer ongoing feedback for positive guidance and improvement
+ Develop credible measures that impact results and have meaning for employees and the organization
+ Follow a fair and objective plan for progressive discipline when performance problems haven't been solved through other means

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Positive Approaches to Resolving Performance and Conduct Problems

+ Understand the elements of an effective performance management system
+ Help employees create individualized performance goals
+ Provide clear direction so that employees know what is expected of them
+ Offer ongoing feedback for positive guidance and improvement
+ Develop credible measures that impact results and have meaning for employees and the organization
+ Follow a fair and objective plan for progressive discipline when performance problems haven't been solved through other means

Preventing Workplace Harassment

+ Administer an effective harassment prevention policy
+ Determine what qualifies as harassment and what does not
+ Conduct a thorough investigation when a claim of harassment is made
+ Implement steps to prevent the occurrence of harassment

Productive Work Habits

+ Recognize the difference between true productivity and "fake" productivity
+ Prioritize your daily work based on your key results
+ Improve your ability to focus
+ Eliminate habits that detract from your productivity
+ Work effectively with colleagues
+ Cultivate the nine habits that will increase your productivity

Real-World Project Management

+ Define a project and determine its time, cost and performance parameters
+ Plan details and sequence of execution
+ Implement work according to plan
+ Monitor key parameters and milestones to ensure that work adheres to plans
+ Complete projects through to their final deliverables
+ Evaluate project efforts

Resilience

+ Bounce back from adversity
+ Build your self-esteem as a foundation of resilience
+ Make and maintain connections to build resilience
+ Accept and embrace change
+ Use flexible thinking to overcome obstacles
+ Implement stress-management and relaxation strategies to maintain resilience

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Selling Essentials
Coaching for Performance

+ Define coaching in a professional setting
+ Explain the importance of effective coaching and feedback
+ Identify your strengths and areas for improvement as a coach
+ Describe the challenges of coaching
+ Demonstrate how to use the Coaching Model
+ Describe the best practices for giving feedback

Selling Essentials
Developing Clients for Life

+ Explain the process of product implementation and plan how to develop clients for life
+ Describe how to develop strong, mutually beneficial client relationships
+ Discuss effective techniques for building customer relationships
+ Identify strategies for capitalizing on customer relationships

Selling Essentials
Opening the Sales Call

+ Identify strategies to use for preparing to open the sales call
+ Describe the traits that help you to be successful when opening the call
+ Explain the importance of building rapport
+ Demonstrate how to open the call using a consistent framework
+ Describe tips for successfully opening the sales call

Selling Essentials
Presenting Solutions, Overcoming Objections, and Closing the Sale

+ Effectively present solutions using the Presentation Model
+ Describe the features and benefits of a product or service
+ Identify typical customer objections
+ Deal with and overcome objections using the Objection-Handling Model
+ Describe the steps for closing
+ Demonstrate how to close the sale

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Selling Essentials
Prospecting and Territory Management

+ Define territory management
+ Describe techniques for prospecting and qualifying customers
+ Identify how to develop a pipeline of profitable customers
+ Determine how to plan for sales opportunities
+ Identify techniques for making contact with prospects
+ Identify strategies you will implement for prospecting and territory management

Selling Essentials
Understanding the Sales Cycle

+ Assess your strengths and areas for improvement
+ Describe customer-focused selling
+ State trends in today's selling environment
+ Explain the steps in the customer buying cycle
+ Describe the customer's decision-making process
+ Describe the steps in the sales process

Selling Essentials
What to Ask and How to Listen

+ Identify types of questions to uncover customers' needs
+ Identify typical needs and challenges that customers have
+ Describe challenges we have with listening
+ Demonstrate how to use active listening techniques
+ Identify and implement strategies for listening to and questioning clients about their business needs

Skillful Collaboration

+ Understand when collaboration is an effective and beneficial approach to a project - and when it isn't
+ Establish and communicate expectations to group members to ensure a successful collaboration
+ Recognize the inward attitudes and outward behaviors necessary to collaborate well
+ Implement communication strategies that foster collaboration and avoid those that hinder it
+ Build your network to increase your ability to collaborate
+ Identify non-collaborative behaviors and implement strategies to cope with them

Social Media at Work

+ Recognize the benefits of using social media in the workplace
+ Identify the various legal and ethical risks of using social media in the workplace
+ Protect your organization against legal action resulting from intentional or unintentional violations of law or policy
+ Encourage an "ambassador attitude" in employees
+ Provide guidelines that help employees make good decisions when using social media at work
+ Identify the elements of an effective social media policy

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Solid Business Writing

+ Implement techniques to effectively write all types of business documents
+ Utilize outlining to plan documents
+ Follow acceptable email protocol
+ Edit and proofread for complete and professional documents

Succession Planning

+ Identify high-potential employees
+ Conduct a gap analysis to identify current and future needs
+ Develop a cadre of successors at several levels
+ Use employee development plans (EDPs) as a tool for leadership development
+ Consider individual results and adherence to values in your assessment of high-potential employees
+ Identify pitfalls of poor planning or no planning
+ Measure, evaluate, and refine your succession-management program

Super Manager

+ Recognize and learn to balance the qualities of a super manager.
+ Develop a self-awareness of your managerial skills and display attentiveness to your employees.
+ Demonstrate consistency in your values, attitude, and behavior.
+ Identify when and how to appropriately exercise mental flexibility.
+ Display humility and confidence in both your decisions as a manger and the capabilities of your employees.
+ Ensure employees' maintain focus.

Supervisor Communication Skills

+ Identify the characteristics of assertive behavior, and include them in your interactions
+ Ask directly for what you need without being aggressive
+ Confront problem behaviors successfully
+ Create equitable compromises with employees and peers
+ Hold others accountable
+ Manage conflicts to achieve productive outcomes
+ Deal with difficult people effectively

Systems Thinking

+ Understand what systems thinking is
+ Identify the benefits of using systems thinking in the workplace
+ Apply the tools of systems thinking to address a problem or situation
+ Minimize the unintended consequences of major decisions
+ Recognize the potential pitfalls of implementing systems thinking in the workplace
+ Use systems thinking to improve innovation and productivity

Taking Control of Conflict

+ Identify your preferred strategy for handling conflict
+ Understand the characteristics and drawbacks of each typical approach to conflict
+ Recognize the various sources of conflict that most often occur in the workplace
+ Implement strategies for effectively resolving conflicts that stem from each source
+ Practice behaviors that minimize tension and conflict
+ Proactively address issues before they escalate into problems

Talk Like a Leader

+ Learn key communication phrases that express vision and competence
+ Recognize the key communication phrases that reinforce relationships and support of others
+ Explore ways to demonstrate accountability and expect it of others
+ Learn how to become effective at delivering constructive criticism
+ Understand how to show appreciation and provide meaningful praise

Team Chemistry

+ Understand how to choose team members to create a high performing team.
+ Leverage the strengths of team members to maximize team performance.
+ Implement strategies to promote positive interactions.
+ Evaluate team processes and team results.
+ Recognize the responsibilities of a team leader.

Team Excellence

+ Recognize the communication characteristics of high-performing teams
+ Assess individual strengths in order to ensure the best possible team performance
+ Recognize and avoid common goal-setting mistakes
+ Learn how to focus on goals and results effectively
+ Recognize the elements of esprit de corps
+ Learn what makes team building successful and what types of activities to avoid

Time Management

+ Understand the relationship between time-management style and personality preferences
+ Select your personal preferences for working efficiently
+ Assess your time-management style
+ Outline traditional time-management steps
+ Acknowledge when traditional time management works well
+ Identify when traditional time management does not work well
+ Recognize the causes of procrastination
+ Implement tips to overcome procrastination
+ Apply time-saving techniques
+ Determine when tasks can be automated
+ Utilize the priority matrix
+ Identify the priorities and boundaries of your job
+ Designate the priorities of a balanced life

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The Toughest Supervisor Challenges

+ Use realism, restraint, and resolve when facing any tough challenge
+ Resolve conflicts between employees effectively
+ Deal with layoffs in a way that minimizes the negative effects
+ Show support for employees with performance issues, while building a defensible case for discipline and/or termination if necessary
+ Deal with employees' personal problems with sensitivity and fairness
+ Take control and responsibility in a crisis situation

What Customers Really Want

+ Explore the concepts and benefits of extraordinary customer service
+ Set extraordinary customer service standards for your area
+ Identify ways of building customer rapport
+ Improve your listening skills
+ Take control of every call
+ Say "no" in a positive way
+ Remain calm when the customer is upset
+ Cool down a hot customer
+ Implement strategies to avoid burnout

Why We Struggle with Tough Decisions

+ Understand the role that emotions play in decision-making
+ Describe how to make a decision effectively, recognizing key steps to take before, during, and after the decision-making process
+ Identify your values in order to guide your actions, behaviors, and decisions
+ Put various methods for collecting and evaluating information into practice
+ Recognize - and avoid - the most common traps that complicate tough decisions
+ Develop strategies to overcome your concerns about making and implementing tough decisions

Women and Leadership

+ Understand the challenges that women face as they pursue leadership positions
+ Assess limitations that women place on themselves
+ Build skills that enhance your development as a leader
+ Develop and manage relationships to maximize your leadership potential
+ Overcome work-life challenges
+ Recognize special issues women leaders face when they interact with others
+ Use your natural strengths to build and maintain a strong team
+ Implement a plan to target the leadership skills you most want to improve

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