

# Squamish Excellence – Stepping into Leadership

**Stepping into Leadership** is designed for current and aspiring supervisors, managers and business owners wanting to develop their workplace leadership skills. The six-session program provides valuable guidance and tools to help you run the day to day business from an operations, people and personal perspective – ultimately growing your skills to become a more effective leader.

## Winter Session, 2019

Session 1 & 2 (9.00am to 2.45pm) Tues Jan 22nd

Session 3 & 4: (9.00-2.45pm) Tues Feb 5th

Session 5 & 6: (9.00-2.45pm) Tues Feb 19th

## Spring Session, 2019

Session 1 & 2 (9.00am to 2.45pm) Tues April 9th

Session 3 & 4: (9.00-2.45pm) Tues April 23rd

Session 5 & 6: (9.00-2.45pm) Tues April 30th

## WHY SHOULD I ATTEND? (employees)

If you want to improve your leadership mindset and skills in a small group setting with a facilitator that has spent 20+ years developing leaders, this is the course for you.

The course will cover three distinct areas of workplace leadership:

1. **Leadership skills:** elevate yourself as a professional and inspiring leader
2. **People management:** build and manage a strong and engaged team through coaching, effective performance management, productive conflict strategies and communication
3. **Business skills:** key tools to help with productivity, goal setting, decision making, time and change management

All participants who complete the course will receive a Squamish Excellence Certificate of Completion. You will become a more confident, productive and stronger leader. Grow your career. Grow yourself.

## WHY SHOULD I SEND MY STAFF? (business owner / manager)

Successful businesses operate to a consistent high level of excellence, driven by strong leaders and empowered teams. Invest in your team and grow your business by giving your current and aspiring leaders access to business tools, people management expertise and leadership skills.

- Access affordable training and tools to grow your business
- Invest in your staff, improve job satisfaction and be recognized as an employer who champions their team
- Grow the culture of service, leadership and excellence in Squamish

**Grow your team. Grow your business. Grow Squamish.**

Squamish Excellence, a partnership with:



## COURSE CONTENT

### Sessions One & Two (Jan 22nd OR April 9th) - Leading Myself. Leading Others

#### Overview

Understand the qualities of an effective leader, including a self-assessment of your leadership style and how to manage yourself in order to lead others.

#### Session 1:

- Using DISC © Workplace tool, discover your leadership, communication and work style
- Understand your blindspots and strengths, learning to better harness your leadership style
- Learn the differences between Management and Leadership, and how the two roles complement one another. How to avoid mistakes in both areas and leverage opportunities.

#### Session 2:

- Explore the four key principles and three competencies of a high-performance team
- Learn how to build an effective and agile team based on a solid foundation of trust
- Receive a copy of the Blueprint for Workplace Reinvention with over 100 easy to implement ideas to bring these concepts to life (written by our very own facilitator Christine McLeod)

### Sessions Three & Four (Feb 5th OR April 23rd) - Conversations That Matter

#### Overview

A key cause of disengaged employees – which costs BC businesses millions in productivity – is poor employee management. Gain valuable tools to better connect and engage your team.

#### Session 3:

- Understand employee engagement: what drives motivation and what causes disengagement
- Develop strong fundamentals of communication with your team one on one, via text, email and in group settings
- Learn techniques to adapt your communication style according to the situation, from training to coaching, to corrective action
- Learn the importance of effective recognition to improve individual and team performance

#### Session 4:

- Explore the fundamentals of leading with a “coach-approach”, the conditions needed and your role
- Learn techniques to be more ‘coach like’, including hands on practice giving and receiving coaching
- Learn what to do when things go sideways. How to have difficult conversations. Gain productive conflict management strategies.

### Sessions Five & Six (Feb 19th OR April 30th) - Managing the Work & Excellence in Standards

#### Overview

The final two sessions will provide you with tools to help you manage the day to day operations, from setting goals and managing time, to handling customer complaints and leading change.

#### Session 5:

- Explore ways to set effective goals and S.M.A.R.T objectives for the business and team members
- Understand the importance and principles of project management and change management
- Learn how to develop your team’s efficiency: taking ownership and championing your employees
- Learn best practices for handling customer complaints and creating a strong culture of excellence

#### Session 6:

- Summary of sessions, practice and next steps
- Guest speaker
- Graduation and certificate presentation

**Book now at [squamishchamber.com](http://squamishchamber.com) | 604 815 4990**

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