

YEAR ONE

JANUARY

*Trust Is The Bedrock...*

THE ROLE OF TRUST

*“Trust is the bedrock of sound relationships. Building a basic culture of trust and collaboration is essential for any individual or organization seeking to capture the hearts and minds of its people and achieve consistent high commitment and performance”*  
Preston C. Pond

In this session you will:

- Experience the consequences of win-lose and win-win strategies
- Learn how to achieve win-win relationships
- Understand what is meant by trust
- Identify the biggest organizational trust issues
- Set personal goals for improving trust

FEBRUARY

*Navigating to High Profits*

PRINCIPLES OF LEADERSHIP

*“Everybody should be good at leading, whatever their level in the hierarchy.”*  
Michael Useem

In this session you will learn:

- The importance of leadership in achieving long-term organizational success
- The five myths of leadership
- The difference between leadership and management
- The difference between controlling and empowering leadership styles

MARCH

*Where Do You Want to Be?*

THE TEAM CHARTER

*“If you want to significantly change behavior, change people’s view of their role.”*

Steven R. Covey

In this session you will:

- Identify your team’s key customers and stakeholders
- Determine the performance results expected of your team
- Decide your team’s purpose
- Identify the ideal characteristics of your team
- Develop a set of team operating norms



APRIL

*Listeners Have the Advantage Over Speakers*

THE HIDDEN ADVANTAGE OF LISTENING

*“True listening, no matter how brief, requires tremendous effort. First of all, it requires total concentration. You cannot truly listen to anyone and do anything else at the same time.”*

M. Scott Peck

In this session you will learn:

- How people’s perceptions and viewpoints differ
- The basics of face-to-face communication
- The difference between one-way and two-way communication
- To understand the skill of listening
- To improve active listening skills

MAY

*Let’s Not Slug it Out*

CONFLICT RESOLUTION

*“The innumerable interdependencies inherent in organizations make interpersonal conflicts inevitable. It would not be possible to create an organization free from interpersonal conflicts. But one can develop capacities within that make it possible to resolve more of the conflicts and lessen the costs of those which cannot readily be resolved.”*

Richard E. Walton

In this session you will learn:

- A definition of unhealthy conflict and how to keep from crossing over
- Five different conflict management styles
- A model to help you choose how to respond to potential conflict situations
- To assess which conflict style you most often use

JUNE

*Following Our Moral Compass*

HARNESSING HARMFUL BEHAVIOR

*“The larger the organizations become, the greater the opportunity for individual members to become free riders, people who benefit from being members of the organization but fail to contribute.*

*Organizations must be tough, even ruthless, in making sure that people at all levels can be relied on to do what is required for the firm to be competitive.”*

Robert Bruce Shaw

In this session you will:

- Learn to confront behavior that fails to meet your expectations
- Understand the importance of discipline and conformity in building trust
- Develop a set of non-negotiables for those whom you lead
- Practice the skill of harnessing harmful behavior

JULY

*Leading from the Balcony*

THE FIVE LEADERSHIP ROLES

*“Show me an organization in which the critical focus is developing leaders... and I will show you an organization that is not only fully alive, but is a force field for countless extraordinary ventures that themselves will multiply and flourish.”*

Michael E. Gerber

In this session you will learn:

- The three core elements of team effectiveness
- The five roles of leadership
- The appropriate balance among the five roles
- How to use a set of diagnostic questions to lead “from the balcony”

AUGUST

*Where Do Your Customers Want to Go?*

CUSTOMER FOCUS

*“The secret to success – whether you are selling advertising or automobiles – is to identify the three things that are most important to the customer.”*

Carl Sewal

In this session you will:

- Examine your attitude toward your customer
- Assess how customer-oriented your team and organization are
- Discuss and analyze feedback from key customers
- Develop improvement plans to respond to customer feedback
- Develop a system for measuring and tracking key customer requirements

SEPTEMBER

*Lost?*

TEAM DECISION MAKING

*“In a cohesive group, the danger is not so much that each individual will fail to reveal his objections to what the others propose, but that he will think the proposal is a good one without attempting to carry out a careful, critical scrutiny of the pros and cons of the alternatives.”*

Irving Janis

In this session you will:

- Discuss barriers to group decision making
- Learn about methods of group decision making
- Practice consensus decision making
- Practice using a group decision-making model
- Identify how your team will improve its group decision making
- Review who is responsible for current team decisions
- Identify team decision issues to be addressed

OCTOBER

*Can This Really Be My Life?*

EXERCISE RESPONSIBILITY

*“It is no freedom from conditions that matter most, but rather, freedom to take a stand towards those conditions.”*

In this session you will:

- Learn the meaning and nature of personal responsibility
- Understand how you avoid taking responsibility for yourself
- Assess your willingness to accept personal responsibility
- See the choices available in your life
- “Claim ownership” for the results of your life
- Understand the power and freedom that comes from accepting responsibility

NOVEMBER

*Thriving in Chaos*

CHARACTERISTICS OF HIGH PERFORMANCE

*Organizations, as well as individuals are perfectly designed to get the results they are currently getting. If they keep doing what they have always been doing they will continue to get the same results. In this session we will introduce the importance of chaos in getting you from where you are to where you want to be.*

In this session you will learn that:

- The origin of High Performance work system concepts
- The characteristics of traditional & High Performance
- The leadership role shift required for High Performance
- The characteristics of High Performance teams
- The importance of stability before moving to High Performance

DECEMBER

*When You Lose Your Bearings, Life Can be a Hassle*

THE INTEGRITY MODEL

*“The problems of the world cannot be solved with the same type of thinking that created them.”*

Albert Einstein

In this session you will learn:

- The process of self-mastery
- The flaw inherent in the common symbols of success
- A new definition of success based upon your personal paradigm
- The power of your personal paradigm
- Four different paradigms from which people live
- The core beliefs of each paradigm