



Heart & Hands Leadership Development Workshops

Your Leadership Team Should Be Your Most Powerful Competitive Advantage

All leaders leave their heart and hand prints on the people they lead. The connection between leadership development and corporate performance is undeniable. Are you giving your leaders the opportunities they need to refine their skills and deepen their understanding?

Just one half day in a Heart & Hands workshop can take your leadership team to a new level of performance by equipping them with powerful new skills and a deeper understanding of leadership. And these are no off-the-shelf workshops, each features original and leading-edge material, drawn from an accomplished career in senior executive leadership. We use the guided discovery technique to help leaders learn in a way that really lasts.

We'll cultivate a passion for leadership and reenergize your leadership team as they come together to hone powerful new skills. Together, they'll build more expertise and become a more cohesive team as they share ideas and thinking around the workshop table.

Our workshops can be delivered as a comprehensive series or singularly to complement an existing program. They are appropriate to leaders of all experience levels and make an excellent and engaging addition to team retreats as well.

Workshop Index:

Leadership Workshops:

- Leadership Foundations
- The Workplace Dance: Building Strong Employment Relationships
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- Essentials Of High Performance Feedback
- Leadership Power As A Creative Force
- Workplace Coaching
- Communication Skills That Inform And Engage
- Performance Management
- Building High Performance Culture
- Building A Leadership Team: The Nervous System Of The Corporate Body

Employee Workshops:

We offer three innovative and powerful companion workshops to help put leaders and employees on the same page with vital practices. Look for more to come.

- Employment Relationships
- Ten Habits For Success At Work
- Feedback For Employees
- Culture For Employees

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Leadership Foundations

For many teams this is the workshop to start with. You will explore many of the most fundamental and powerful questions such as: What is the leader's job description? How is leadership different than management? And, what are some of the most important characteristics of good leaders?

Highlights:

- The power of leadership choices
- The leadership / team performance connection
- The characteristics of the best and worst leaders
- An introduction to leadership relationships
- The powerful combination of caring and strength
- The Doctrine of Distance
- The leader's heart

The Workplace Dance: Building Strong Employment Relationships

Countercultural, provocative and powerful, this 1/2 day will change the way you see leading and following, it will help you strip out the organizational resistance that makes change and strategy implementation so difficult. A companion workshop is also available for employees. This is a powerful foundational workshop.

Highlights:

- The culture problem
- The two factors by which we measure relationships
- The five conditions of strong relationships
- The six qualities of good direction
- Participative decision making
- Three aspects of team life the leader must be prepared to protect with authority
- The power of acceptance and the buy-in trap
- The reasons every leader must also be a good follower

Performance Through Vision

For all the talk about vision not many leaders do well at turning it into performance - this is the focus of this workshop. Create a powerful vision, give your current vision new authority and learn how to build performance with it.

Highlights:

- The connection between vision, creativity and purpose.
- Power in the "act of becoming"
- Vision for the future, culture and people
- The power of promise
- Vision as an opportunity to establish leadership
- The qualities of the most inspiring visions
- Three keys to giving vision traction

Team Building

Great teams don't happen by accident, they are the result of skillful leaders taking purposeful steps. Drawing on a career's worth of experience in building satisfying high performance teams, this workshop unpacks the "how and why" of team building.

Highlights:

- The leader's perspective
- The organization as a corporate body
- The team building steps
- The importance of role clarity, performance and accountability
- The simple and powerful principle of "Job Fit"
- The biggest restraint

Essentials Of High Performance Feedback

Feedback is such a powerful leadership tool that I describe it as the DNA of development, yet most leaders don't fully appreciate why it is such an essential skill or how to provide quality feedback. Developing better feedback habits is among the fastest ways for virtually all leaders to improve. A companion workshop is also available to help employees understand the value of feedback and learn to receive it well.

Highlights:

- The employee perspective
- The seven roles feedback plays in building performance
- A three step pattern for effective feedback
- The seven characteristics of effective feedback
- Feedback and employee dismissals
- Unveiling and characteristic behavior

Leadership Power As A Creative Force

Every leader has positional power. Used well, it becomes a creative force. Used poorly, it becomes corrosive. In this powerful workshop we examine the way the most effective leaders use their authority.

Highlights:

- Power and character
- Authority versus influence
- Control and delegation
- Keys to effective delegation
- The benefits of a loose grip
- Power and situational leadership
- Three facets of team life the leader must protect with power
- The power of a leader's expectations



Workplace Coaching

Followers power every leaders performance, success rests on their skills and motivations. Discover how coaching turns talent into strength as it builds relationships.

Discover the keys to effective coaching as we deconstruct video a professional coaching session . Don't miss this opportunity to take your team's skills and dedication to a new level.

Highlights

- The benefits of coaching
- Coaching and accountability
- Keys to effective coaching
- The coaching cycle
- Developing a coaching plan
- The keys to effective role playing
- Introducing coaching

Communication Skills That Inform And Engage

In survey after survey, people name more communication as the key to improving morale and performance, yet few leaders know how to make the most of this opportunity. In this workshop participants discover the keys to effective group and individual communication.

Highlights:

- The objectives of effective communication
- The eight benefits of communication
- A simple powerful formula for effective staff and individual meetings built around three powerful questions
- The eight qualities of effective communication
- Managing expectations
- The keys to effective listening
- Using wait time

Performance Management

Poor performers present the tests of conscience that leave leaders hesitating and unsure. In this foundational workshop participants will discover an approach to performance management that serves both people and the organization, discovering that the most caring leaders don't have to choose between the organization and people. We examine the process, but more importantly, the big forces that hold leaders back. This is a must have workshop for every team that hopes to reach for its fullest potential

- Performance management and the corporate body

Performance management continued...

- The performance cycle
- Job Fit
- The dynamics of pain and conflict
- Keys to constructive conflict
- Avoiding "Tin Ear Syndrome"
- Progressive discipline
- Meeting the test of fairness

Building High Performance Culture

Most leaders are victims of culture, the best are architects of culture. Corporate culture is among the most powerful factors in corporate performance. Culture is essential to attracting motivating and retaining talent. Learn how to take your culture to a new and powerful level. A companion workshop is also available to help you build culture throughout the ranks.

Highlights:

- Defining culture
- The group effect
- Hallmarks of high performance culture
- Designing and presenting culture
- Overcoming resistance to change
- The three stages of culture development

Building A Leadership Team: The Nervous System Of The Corporate Body

Your leadership team is the nervous system of the corporate body. This team must direct employees skillfully just as it must be able to respond the world around it - a world of customers, suppliers, competitors and so much more. The way in which they act singularly and collectively is critical to the team's performance. If you are looking for a more cohesive higher performing leadership team this is the workshop for you,

Highlights:

- The nervous system of the corporate body
- Hallmarks of high performance teams
- Deciding who goes and who stays
- Valuing differences and complimentary leadership
- Developing leadership talent
- Four problems to avoid
- The flow of authority
- Monitoring the network

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Employee Workshops

While leadership development is essential, it also makes sense to develop the biggest part of the organization - employees. I have developed a series of workshops specifically designed to help you build a more dedicated, more motivated workforce. The size of workshop groups is limited only by the size of the facility, making employee training one of the most cost effective options you have for building team performance.

Employment Relationships

In this companion workshop participants discover the five conditions of successful satisfying employment relationships, understanding the complimentary nature of the best relationships between leaders and followers. Along the way they discover a few simple adjustments that help them become more valuable and more successful at work.

Highlights:

- The way culture affects our outlook at work
- The corporate body
- The two measures of success
- The five conditions of successful relationships
- The power of acceptance and the peril of resistance.
- Three powerful choices

10 Habits For Success At Work

In this very popular 1/2 day workshop employees discover the habits that lead to lasting job satisfaction and success.

Highlights:

- Your place in a corporate body
- Value creation
- Optimism and adaptability
- Learning to follow
- Doing what is most important
- Playing to strengths
- Finding balance

Feedback For Employees

Feedback is such an essential skill that I describe it as the DNA of performance. In this companion workshop to our leadership version on the same topic employees open up and explore feedback as a key to their professional development and success at work. Together with our leadership version, this workshop can help you fast track the development of a culture of feedback.

Highlights:

- Feedback and professional development
- The organizational roles feedback plays
- The characteristics of effective feedback
- The three step model of effective feedback
- The barriers to receiving feedback well
- Responding to feedback we don't agree with

Culture for employees

We strongly recommend this companion workshop for leaders wishing to take their organizational culture to a new more powerful level - whether your trying to build on a good culture or turn a bad one around.

Highlights:

- Defining culture
- The connection between culture and job satisfaction
- The vision for your organization's culture
- The employee's role in shaping culture

Fees:

Workshops are 3 1/2 hours long. Your investment is \$3,500.00 plus applicable taxes. Save by booking two workshops on the same date, our fee for a full day is \$4,500.00 plus applicable taxes. Discounted rates are available to community and non profit organizations.



Every leadership development experience should be founded on content and experience. It's my goal to ensure participants leave with practical skills they can put to work right away.

I developed this workshop series based on my experience as a senior executive in the newspaper business where I spend a career building teams and leading change from coast to coast, I teach the same practical and powerful skills I used. Regardless of the industry you work in, they work. They have met the test where it matters most - at work. You'll be working with someone who has faced the same challenges you are facing and probably a few you have not encountered yet.

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Develop and re-energize your leadership team.
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