



*LeadingAge*<sup>™</sup>  
NEW ENGLAND STATES



# Leading with Confidence Series *Curriculum*

SESSION  
**1**

## Employee Engagement

WEDNESDAY  
SEPT 24  
9-11AM

***How to increase team member commitment and enthusiasm.***

- Leading by influence vs leading by authority
- The difference between employee satisfaction and employee engagement
- 7 no-cost, practical ways to increase employee engagement
- Resources:
  - Session Handout and Slide Deck
  - Direct Report Check-In Form
  - Manager Communication Update Form

SESSION  
**2**

## Employee Accountability

WEDNESDAY  
OCT 1  
9-11AM

***How to effectively address problem behaviors and attitudes.***

- The consequences of not addressing poor behaviors and attitudes
- The D.I.R.E.C.T. Model of corrective feedback (includes case studies)
- 7 principles for delivering effective corrective feedback
  - Session Handout and Slide Deck
  - D-I-R-E-C-T Model Discussion Planner
  - Sample Behavioral Guidelines

SESSION  
**3**

## Conflict Resolution

WEDNESDAY  
OCT 8  
9-11AM

***How to mediate conflicts and successfully work through differences.***

- Destructive and constructive behaviors in conflict
- 5 levels of conflict and when to intervene
- How to mediate a conflict between two employees or two teams
  - Session Handout and Slide Deck
  - Conflict Resolution Mediation Planner



SESSION  
**4**

## Leading the Way to Service Excellence

WEDNESDAY  
OCT 15  
9-11AM

***How to deliver a great customer experience***

- Creating high service standards
- Elevating language; turning common phrases into winning words
- The 3 keys to an exceptional customer experience
  - Session Handout and Slide Deck
  - 10 Best Practices in Service Excellence
  - Sample Service Excellence Guides

SESSION  
**5**

## Emotional and Relational Intelligence

WEDNESDAY  
OCT 22  
9-11AM

***How to manage yourself and your relationships well***

- 5 strategies to make your communication more effective
- How to Build Rapport with Others
- Adapting to Different Personal Styles
  - Session Handout and Slide Deck
  - 31 Ways to Be Exceptional: Creating A Winning Workplace

SESSION  
**6**

## Personal Effectiveness for Leaders

WEDNESDAY  
OCT 29  
9-11AM

***How to make the most of your time***

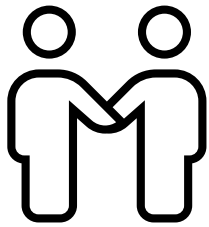
- How to get clear on your highest priorities
- A simple decision-making model to effectively handle incoming tasks and interruptions
- The 5 levels of delegation and when to use them
  - Session Handout and Slide Deck
  - Win-the-Day Action Plan Form
  - 31 Ways to Turbo-Charge Your Productivity

*"It was very clear that the sessions were well organized and focused on the best learning for the participants. Very well done all around."*

## The Need for Great Managers

The main driver for employee retention is having a great boss.

In fact, according to Gallup Management Research, 70% of an employee's engagement is determined by the employee's relationship with their direct supervisor.



**70%** of an employee's engagement is determined by the employee's relationship with their direct supervisor.

Most managers have been promoted from staff positions but have never received management training. When you train managers, everyone wins! Your employees win, your customers win, and your organization wins.

Great managers produce higher employee engagement, productivity, retention, improved teamwork, and higher customer satisfaction.

## About the Training

You will find the training clear, practical, and engaging. Participants will be welcomed, challenged, and affirmed. The training will include many practical exercises and demonstrations for the purpose of skill-building.

These trainings will be cohort style, meaning you will go through the series with the same group of people for each session.

Each session will come with professionally designed handouts and resource materials

## The Advantages of Virtual Training

This training is a great value and because it's virtual, there is no downtime for travel and no travel expense. It's easy for anyone to participate from anywhere.

## Leading with Confidence Series *Facts*



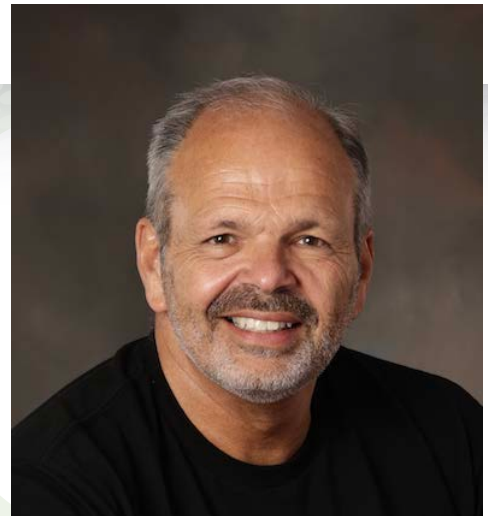


## About Del Gilbert

Del Gilbert is the founder of Accelerating Excellence. He speaks, trains, and consults on building high-performance in people and organizations. His dynamic communication style is clear, practical, and engaging. He delivers nearly 100 keynotes, workshops, and presentations annually.

Del has held leadership positions in several organizations for 30 years. He served as Chief Learning Officer at St. Joseph Healthcare for 15 years. While at St. Joseph, employee engagement ranked in the upper 20% nationally. In addition, all 6 service lines were ranked in the upper 30% in Patient Satisfaction.

Del holds a Bachelor of Arts in Psychology and a Master of Business Administration. He is a Certified Leadership Coach and a Certified Master Trainer.



## Leading with Confidence Series *Testimonials*

*"It was amazing. Kept me engaged thru the entire course. It offered solutions that could actually be used in the real world."*

*"The content was extremely applicable to my every day. This course should be a requirement for all managers. It gives you all of the tools! **The handouts are an immeasurable resource.**"*

*"Overall, just such a great course! I'd take it over if I could!"*

*"Each session was so rich in content."*

*"I wouldn't recommend a single change. **This course has provided us with all of the tools to be successful.**"*

*"I learned a lot and wish more people in my organization would do the course!"*