

## Exceptional Team Leadership: Twelve Workshops for Developing the Exceptional Team Leader

This interactive workshop series is based on the Center for Continuous Improvement's (CCI) nationally recognized leadership development process that has yielded measurable positive results in more than 110 different industries over the past 30+ years. This series is designed to develop the full potential of those who are in or are making the transition into a leadership role by helping them internalize known best practices for achieving measurable results with and through others. Each concept can be presented alone, or can be grouped together with one or more other topics. Collectively this workshop series represents a body of work that, when combined with the CCI Leadership Action Plan series, can be applied toward earning a Certified Team Leader designation.

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| <p><b>What Is Successful Team Leadership?</b><br/>                 Thursday, October 22, 2015 (Kosciusko)<br/>                 8:30 a.m. – 12:30 p.m.</p> <p>Cost: \$50<br/>                 (provided in both written &amp; audio format)</p> <p>The Role and Function of a Leader<br/>                 Meeting Today's Leadership Challenges<br/>                 Your Ability To Lead</p> <p>Facilitator: Michael J. Harbaugh</p>                           | <p>Today's Team Leader is perhaps even more critical to the success of the organization than ever before. Participants in Workshop 1 will gain an understanding of the best practices for what is required to be successful as a team leader. In Role and Function, participants will understand the five elements in the continuous cycle of team leadership. In Meeting Today's Leadership Challenges, participants will self-assess against criteria required for success in leading others in today's complex work environment and develop an action plan to address development gaps. Your Ability To Lead provides participants with key concepts necessary to achieve desired results with and through others, and will help them internalize what is necessary for them to become the person that the position demands.</p>                       |
| <p><b>Preparing Yourself For Team Leadership Success</b><br/>                 Thursday, November 19, 2015 (Kosciusko)<br/>                 8:30 a.m. – 12:30 p.m.</p> <p>Cost: \$50<br/>                 (provided in both written &amp; audio format)</p> <p>Balance: The Secret of Success<br/>                 Authority, Power, and Responsibility<br/>                 What Type Of Leader Do You Want To Be?</p> <p>Facilitator: Michael J. Harbaugh</p> | <p>Why do so many team leaders live daily with frustration, failure, and want? Primarily because they haven't been properly prepared to be successful in the role of team leader. Upon completion of Workshop 2 participants will have acquired knowledge in three important areas. Balance focuses on leveraging the natural goal-seeking nature of participants to drive the emotional and intellectual changes necessary to be successful in their role as a team leader. Authority and Power will provide participants with an understanding of how to grow and use their personal power judiciously. Participants will also analyze the three categories of formal leadership, make decisions on what type of leader they want to become within this framework, and develop specific goals and action steps necessary to achieve that objective.</p> |

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### ***Lead Others? First Lead Yourself***

Thursday, December 3, 2015 (Kosciusko)

8:30 a.m. – 12:30 p.m.

Cost: \$50

(provided in both written & audio format)

The Importance of Understanding You

Focusing On The Positive

The Ladder Of Success

Facilitator: Michael J. Harbaugh

Fortunately, most team leaders already possess most of what they need to keep from being limited in their personal and professional growth. Workshop 3 leverages this truth by adding three more critical competencies to the leader's toolbox. Participants will learn how to evaluate their three 'selves' and understand the role and power of early conditioning on their attitudes and behaviors. Two team leaders can see the same situation differently, one sees the glass half empty, another the glass half full. Participants will learn the value of consistent optimism and the tools that will guarantee their ongoing success. The Ladder of Success details the four 'rungs' that must be scaled in order to become successful as a Team Leader. Each rung requires specific emotional and intellectual transitions that move the individual towards success in their formal leadership role.

### ***Goal Setting For Success***

Thursday, January 14, 2016 (Kosciusko)

8:30 a.m. – 12:30 p.m.

Cost: \$50

(provided in both written & audio format)

The Goal Setting Process

Criteria For Effective Goal Setting

Developing Your GPS

Facilitator: Michael J. Harbaugh

Ironically, most people spend more time and energy planning a one-week vacation than to planning the other 51 weeks of the year. Workshop 4 will provide leadership knowledge in three key areas necessary to achieve more goals more often. Participants will learn the time-tested WHYSMART process for setting goals that will substantially improve their ability to get results faster, easier, and cheaper than if they continue to do things the same way they have always done them. They will also discover the four types of goals and an easy to remember set of criteria to test their goals against in order to determine the likelihood of achievement. Developing Your GPS provides critical tools and a consistent framework for the decision making and problem solving that is necessary to achieve any personal, professional, and organizational goal.

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### ***Making The Most Of Your Time***

Thursday, January 28, 2016 (Kosciusko)

8:30 a.m. – 12:30 p.m.

Cost: \$50

(provided in both written & audio format)

Common Enemies Of Time

Planning With A Purpose

Designing A System That Works

Facilitator: Michael J. Harbaugh

The great dividing line between a team leader's success and failure can be summed up in five words: "I did not have time." A team leader's most precious commodity is time. Whether they manage time, or time manages them... whether they stay ahead of things, or fall farther and farther behind... in a large degree depends on how they invest the available seconds, minutes, and hours of their workday. Workshop 7 participants will self-discover their time management skills and gaps, understand the best practices of time management, and develop time strategies that will help them get more done in less time with less stress on themselves and others.

### ***Motivation And Confidence***

Thursday, February 11, 2016 (Kosciusko)

8:30 a.m. – 12:30 p.m.

Cost: \$50

(provided in both written & audio format)

Understanding What Motivates People

The Power Of Attitude Motivation

Building Confidence

Facilitator: Michael J. Harbaugh

Motivation is defined as a circumstance or set of circumstances that prompts an individual to act in a certain way, or it is the reason explaining an individual's thoughts, feelings, actions, or behaviors. Participants will learn how to identify what motivates themselves and their team members individually, and as a group. They will leave Workshop 8 with a clear understanding of the most effective strategies for creating a motivational environment for their team. Workshop 8 will develop participant's confidence to actualize what they have learned through specific goals and action steps to make positive changes in the way they interact with their team members, peers, and manager.

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### ***Building A Successful Team***

Thursday, February 25, 2016 (Kosciusko)

8:30 a.m. – 12:30 p.m.

Cost: \$50

(provided in both written & audio format)

Team Competency And Trust  
Principles Of Effective Delegation  
You And Your Boss

Facilitator: Michael J. Harbaugh

Everyone in an organization plays an important role in its overall performance. It is no longer enough to be good, you must be exceptional. It is no longer enough to have satisfied customers, you must seek to develop loyal and delighted customers. It is no longer enough to maintain... you must be aggressive, responsive, and quick. The role of an effective team leader is to build the best, strongest, and most productive team possible. Workshop 9 participants will discover the key requirements for analyzing and creating a skilled team with a high level of trust. They will learn principles for effective delegation and the power of using delegation as a way to develop their people individually and as a team. Lastly, participants will leave with a set of guiding principles for creating a positive professional relationship with the manager to whom they report.

### ***Creating And Sustaining Top Performance***

Thursday, March 24, 2016 (Kosciusko)

8:30 a.m. – 12:30 p.m.

Cost: \$50

(provided in both written & audio format)

Set The Stage For Performance  
Sustaining Performance  
Principles Of Performance Reinforcement

Facilitator: Michael J. Harbaugh

By making the commitment to develop their team, a team leader will have better and more productive employees, a boss who's impressed with their abilities, and more time, less work, and less pressure. Team members need and want opportunities to grow and develop. Workshop 10 provides participants with the understanding of the critical elements for creating and sustaining a high performance team of people. From establishing expectations, to providing continuous feedback, to providing individualized reinforcement, participants will leave with a set of goals and action steps necessary to implement the ideas and concept in the real world.

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### ***Employee Evaluation And Discipline***

Thursday, April 7, 2016 (Kosciusko)

8:30 a.m. – 12:30 p.m.

Cost: \$50

(provided in both written & audio format)

Conducting The Evaluation  
Measuring Performance  
Discipline That Gets Results

Facilitator: Michael J. Harbaugh

When properly done, employee evaluations can help a team leader motivate team members to higher levels of performance. When performance is measured, performance tends to increase. When performance is measured and the results are shared with the individual, or the individual is involved in the measurement, the performance evaluation process results increase dramatically.

Participants will leave Workshop 11 with a knowledge of the best practices for setting and utilizing performance measurement standards, and getting the most positive results possible from performance evaluations and disciplinary actions.

### ***Making Decisions And Solving Problems***

Thursday, April 21, 2016 (Kosciusko)

8:30 a.m. – 12:30 p.m.

Cost: \$50

(provided in both written & audio format)

Decisions, Habits, And Attitudes  
The Process Of Decision Making  
Solving Problems, Once And For All

Facilitator: Michael J. Harbaugh

Team leaders make decisions and deal with problems every day that impact their team's or their department's results. Over a period of weeks, months, and years those decisions can cost the organization many thousands of dollars, or worse. Workshop 12 is designed to provide participants with a foundation of principles that will help them make better decisions faster. They will also leave with a process for objectively analyzing decisions, problems, and their impact, that will give them the tools and confidence to apply the process effectively in their daily lives.