



Leadership Empowerment Group

Course Catalog

www.leadershipempowermentgroup.com



The ***Vision*** of Leadership Empowerment Group is to provide training, services, and products to the workforce in the following industries: Education, Healthcare, Business, and Non-Profits.

The ***Mission*** of Leadership Empowerment Group is to serve others with training, services, and products that will empower leadership development for today's leaders to be successful tomorrow.

The ***Core Values*** of Leadership Empowerment Group are:

- Service
- Leadership
- Influence
- Relationships
- Reputation



Executive Leadership Academy

Learning Objectives: It is expected that the participants of the ELA will leave with the specific leadership skills that will allow them to be more effective leaders.

Targeted Audience: Because (by definition) everyone is a leader, the ELA is designed for anyone wishing to comprehensively develop leadership skills to better enable them to reach goals.

Min/Max Class Size: It is recommended that no more than 25 and no less than 10 participants participate in the ELA.

Mode of Delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will engage in hands on activities related to topics discussed.

Courses/Structure: The ELA is offered in a 5 course or 10 course program. The following sequence is recommended but the ELA can be customized: (1) Are You a 10? (2) Leading in Customer Service (3) Conflict Management in the Workplace (4) Professional Communication (5) Business Etiquette

There is a Kick Off event where participants will be given schedule and course information as well as goody bags and ELA binders. At the conclusion of the ELA, participants will receive a Certificate of Completion during a Graduation ceremony.

EXECUTIVE
LEADERSHIP
ACADEMY

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Teacher Leadership Academy

Learning Objectives: It is expected that the participants of the TLA will leave with the specific leadership skills that will allow them to be more effective leaders.

Targeted Audience: Because (by definition) everyone is a leader, the TLA is designed for anyone working in an Educational system wishing to comprehensively develop leadership skills to better enable them to reach goals.

Min/Max Class Size: It is recommended that no more than 25 and no less than 10 participants participate in the TLA.

Mode of Delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will engage in hands on activities related to topics discussed.

Courses/Structure: The TLA is offered in a 5 course or 10 course program. The following sequence is recommended but the ELA can be customized: (1) Are You a 10? (2) Leading in Customer Service (3) Conflict Management in the Workplace (4) Professional Communication (5) Business Etiquette

There is a Kick Off event where participants will be given schedule and course information as well as goody bags and TLA binders. At the conclusion of the TLA, participants will receive a Certificate of Completion during a Graduation ceremony



**TEACHER
LEADERSHIP
ACADEMY**
Leadership Empowerment Group

Parent Leadership Academy

Learning Objectives: It is expected that the participants of the PLA will leave with the specific leadership skills that will allow them to be more effective leaders in their families and communities.

Targeted Audience: Because (by definition) everyone is a leader, the PLA is designed for parents who are wishing to comprehensively develop leadership skills to better enable them to reach goals and lead families more effectively.

Min/Max Class Size: It is recommended that no more than 25 and no less than 10 participants participate in the ELA.

Mode of Delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will engage in hands on activities related to topics discussed.

Courses/Structure: The PLA is offered in a 5 course or 10 course program. The following sequence is recommended but the PLA can be customized: (1) Are You a 10? (2) Leading in Service (3) Conflict Management in the Family (4) Effective Communication (5) Etiquette

There is a Kick Off event where participants will be given schedule and course information as well as goody bags and PLA binders. At the conclusion of the PLA, participants will receive a Certificate of Completion during a Graduation ceremony.



Student Leadership Academy

Learning Objectives: It is expected that the participants of the SLA will leave with the specific leadership skills that will allow them to be more effective leaders in school, families, and community.

Targeted Audience: Because (by definition) everyone is a leader, the SLA is designed for students wishing to comprehensively develop leadership skills to better enable them to reach goals.

Min/Max Class Size: It is recommended that no more than 25 and no less than 10 participants participate in the SLA.

Mode of Delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will engage in hands on activities related to topics discussed.

Courses/Structure: The SLA is offered in a 5 course or 10 course program. The following sequence is recommended but the SLA can be customized: (1) Are You a 10? (2) Leading in Customer Service (3) Conflict Management in the Workplace (4) Professional Communication (5) Business Etiquette

There is a Kick Off event where participants will be given schedule and course information as well as goody bags and SLA binders. At the conclusion of the SLA, participants will receive a Certificate of Completion during a Graduation ceremony.



**STUDENT LEADERSHIP
ACADEMY**

LEADERSHIP EMPOWERMENT GROUP

Workforce Training

Learning Objectives: It is expected that participants of the Workforce Training will gain skills that will allow them to be more effective employees.

Targeted Audience: Full time and part time employees of small and large businesses.

Min/Max Class Size: No more than 25 and no less than 10 participants is recommended

Mode of delivery: Participants will be involved in hands on, engaging activities designed to exemplify key concepts of the training. Training can take place on-site or at a Training Center. Participants will take a Pre/Post test in order to assess knowledge of the topic.



Course Description: Any of the courses listed in this Catalog are eligible for Workforce Training. There are various funding opportunities for Workforce Training, so please inquire if interested.

Industry Specific Training

All of the courses listed in this Catalog can be customized to specific industry need and criteria. The following are the industries currently served:

- Education
- Business
- Healthcare
- Non-Profits

Retreats

Leadership, Teambuilding, Strategic Planning retreats are available at various locations. Retreat with us and discover productive activities focused on goal setting and team building.



Workforce Training

LEADERSHIP
EMPOWERMENT GROUP

Course Descriptions

LEADERSHIP EMPOWERMENT GROUP, LLC.

Course Title: *Are You a 10? The Ten Characteristics of a Servant Leader*

Learning Objectives: It is expected that the participants of this session will leave with a better understanding of the Servant Leadership theory. It is also expected that the participants will be able to take the ten characteristics of a Servant Leader and apply them to their particular leadership situation.

Targeted Audience: Because (by definition) everyone is a leader, this session targets anyone and everyone who works in the institution. Leadership is a learned skill and everyone must continuously be developing it. This training is intended for all personnel in the delivery of service.

Minimum/Maximum class size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and list their definitions of key concepts of Servant Leadership. This is an interactive session with participants discussing, brainstorming, and reporting back to the entire group. Participants will take a Pre test to assess their knowledge of Servant Leadership then a Post test at the end of the training day to assess their knowledge base development. Multimedia video clips will be used to show examples of what effective Servant Leadership skills look like in the workplace.

Course description: Whether leading a team, an institution, a family, or a community utilizing the most effective leadership style is critical to getting positive results. Effective leadership is not simply based on a set of attributed behaviors or influences, but rather on a wide range of thoughtful approaches. Based on Robert Greenleaf's Servant Leadership theory, this session focuses on elements of the theory that participants can apply in their varied roles and in multiple situations. At its core, Servant Leadership is a long-term, transformational approach to life and work – that has the potential for creating positive change throughout our society.

Note: There is a book requirement for this module. Each participant must have a copy of the book *Are You a 10? The Ten Characteristics of a Servant Leader* by Barbara Baggerly-Hinojosa (2010).

Course Title: *Leading in Transformation*

Learning Objectives: It is expected that the participants of this training will leave with a better understanding of the benefits of Transformational Leadership. It is also expected that the participants will be able to take the behavior facets of Transformational Leadership and apply them to their particular leadership situation.

Targeted Audience: Because (by definition) everyone is a leader, this session targets anyone and everyone who works in the institution. Leadership is a learned skill and everyone must continuously be developing it. This training is intended for all personnel in the delivery of service.

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

The title 'Leading IN TRANSFORMATION' is presented in a stylized font. 'Leading' is written in a large, black, cursive script. Below it, the words 'IN' and 'TRANSFORMATION' are written in a smaller, black, all-caps, sans-serif font, centered under 'Leading'.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and list their definitions of key concepts of Transformational Leadership. This is an interactive session with participants discussing, brainstorming, and reporting back to the entire group. Participants will take a Pre test to assess their knowledge of Transformational Leadership then a Post test at the end of the training day to assess their knowledge base development. Multimedia video clips will be used to show examples of what effective Transformational Leadership skills look like in the workplace.

Course description: With hundreds of leadership training experts giving opinions on effective leadership styles, research is solid in the support of Transformational Leadership. Organizations where Transformational Leadership can be found indicate high levels of job satisfaction, organizational success, employee commitment, and low employee turnover rate. This training will explore the behavior facets of Transformational Leadership so that today's leaders can access new skills to help them become more effective.

Course Title: *Conflict Management in the Workplace*

Learning Objectives: It is expected that the participants of this training will leave with a better understanding of Conflict Management and how it is related to productivity and leadership. It is also expected that the participants will be able to take the concepts learned and apply them to their particular leadership situation. Participants will learn skills that can lead to improved job satisfaction, increased job performance, and improved organizational outcomes.

Targeted Audience: All personnel in the delivery of service

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and list their definitions of key concepts of Conflict Management. This is an interactive session with participants discussing, brainstorming, role playing, and reporting back to the entire group. Participants will take a Pre test to assess their knowledge of how to manage conflict then a Post test at the end of the training day to assess their knowledge base development. Multimedia video clips will be used to

demonstrate examples of ways to effectively manage conflict in the workplace.

CONFLICT MANAGEMENT

In the Workplace

Course description: Research shows that good management of conflict can lead to positive results for organizations. However,

managed poorly, conflict can cause employees to quit, underperform, and/or cause more interpersonal problems with team performance. Training in Conflict Management can allow employees to gain the tools necessary for optimizing the most positive effects of conflict, which include thinking outside the box, problem solving, and innovation. For today's companies, empowered employees are the strategic advantage. Throughout this training, participants will be given the tools necessary in developing better ways to manage conflict and reap the benefits.

Course Title: *Get Organized! Goal Setting and Organizational Skills*

Learning Objectives: It is expected that the participants of this training will leave with a better understanding of Organizational Skills and how they help with productivity and leadership. It is also expected that the participants will be able to take the concepts learned and apply them to their particular leadership situation. Participants will learn skills that can lead to improved productivity, better management, and an overall increase in professional growth that will help leaders be more successful.

Targeted Audience: All personnel in the delivery of service

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and practice the organization skills concepts presented in the training. In addition, the participants will be involved in role playing and modeling. The session will be interactive with participants reporting group discussions. Pre and post tests will be given to assess the participants' knowledge base in goal setting and organizational skills. Multi-media will be used with video clips of organizational skills in the workplace examples.

Course description: Research shows that good Organizational Skills are necessary in today's competitive world. Training in Organizational Skills is an investment that will provide positive results for years. For today's leaders, being successful means being organized. Organizational Skills can carry over into many aspects of life and can facilitate goal attainment. Participants of this training will be given the tools necessary in developing better organizations skills that will lead to setting great goals.

GOAL SETTING

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Course Title: *Leading in Customer Service*

Learning Objectives: It is expected that participants will take an active role in understanding their part in the organization reaching the vision/mission. At the conclusion of the training module, participants will have a better understanding of their role in the organization achieving goals and their role in representing the core values of the organization. This training will provide information and tips that will help employees build better relationships with customers through superb Customer Service. Participants are expected to learn the importance of first impressions, why active listening is important to customer service, tips on properly communicating on the telephone and through email, and how to handle difficult customers.

Targeted Audience Front line personnel as well as supervisors will benefit from this training. In addition, this training is intended for all personnel in the delivery of service.

Min/Max Class Size It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and practice the customer service concepts presented in the training. In addition, the participants will be involved in role playing and modeling. The session will be interactive with participants reporting group discussions. Pre and post tests will be given to assess the participants knowledge base in customer service. Multi-media will be used with video clips of good and bad customer service skills.

Course description: Customer Service is one important way organizations can keep a competitive advantage in all industries. Current research on Customer Service indicates that employees who exhibit the leadership skills closely associated with effective Customer Service, tend to stay in their organizations longer and are more committed. Training employees on how to effectively listen to customers, quickly and effectively deal with concerns, and properly communicate with important information to cus-

LEADING IN

CUSTOMER SERVICE

Course Title: *Business Etiquette for Leadership*

Learning Objectives: It is expected that the participants of this training will have a better understanding of the rules of etiquette in the workplace. In addition, participants of this training will be able to take the concepts learned and apply them to their particular leadership situation. Participants will learn skills that can lead to improved productivity, better management, and an overall increase in professional growth that will help leaders be more successful.

Targeted Audience: All personnel in the delivery of service

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and practice the business etiquette concepts presented in the training. In addition, the participants will be involved in role playing and modeling. The session will be interactive with participants reporting group discussions. Pre and post tests will be given to assess the participants' knowledge base in business etiquette. Multi-media will be used with video clips of business etiquette scenarios.

Course description Rules of etiquette govern almost all situations. Effective leaders understand their role in setting the culture and the tone for the workplace. How well today's leaders are able to model the appropriate etiquette for the workplace can influence employee morale, job satisfaction, and overall workplace culture. This session will explore the ten most effective ways that today's leaders can model the behavior they want to see in others. The bottom line is if we all pay attention to our behavior in the workplace, other people will follow our lead.

ETIQUETTE

FOR TODAY'S
LEADERS

Course Title: *Written Communication*

Learning Objectives: It is expected that the participants of this training will have a better understanding of the rules and protocol for effective professional written communication. In addition, participants of this training will be able to take the concepts learned and apply them to their particular leadership situation. Participants will learn skills that can lead to improved written communication in the workplace.

Targeted Audience: All personnel in the delivery of service

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and practice the written communication concepts presented in the training. In addition, the participants will be involved in writing documents for review. The session will be interactive with participants reporting group discussions. Pre and post tests will be given to assess the participants' knowledge base in written communication. Multi-media will be used with video clips of effective written communication.

Course description: With the evolution of technology, written communication in the workplace has become problematic for many organizations. From basic grammatical rules to inappropriate use of words, professionals today are in need of training in the most effective ways to communicate with others in writing. One way to build reputation and relationships with customers and colleagues is to effectively communicate with them in writing.



Professional
Communication

Course Title: *Oral Communication*



Professional Communication

Learning Objectives: It is expected that the participants of this training will have a better understanding of the rules and protocol for effective professional oral communication. In addition, participants of this training will be able to take the concepts learned and apply them to their particular leadership situation. Participants will learn skills that can lead to improved communication in the workplace.

Targeted Audience: All personnel in the delivery of service

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and practice the oral communication concepts presented in the training. In addition, the participants will be involved in role playing. The session will be interactive with participants reporting group discussions. Pre and post tests will be given to assess the participants knowledge base in oral communication. Multi-media will be used with video clips of effective professional oral communication.

Course description: Due to the globalization of organizations, employees today need to be able to effectively communicate with a diverse group of clients, employees, and co-workers. This training will introduce participants to the most effective and professional ways to build relationships with others through effective professional communication techniques.

Course Title: 360 Degree Feedback

Learning Objectives: The participants of this training will understand the meaning and importance of a 360 degree feedback in assessing their leadership style and effectiveness. Participants will obtain the instructions and documents necessary to participate in a 360 degree feedback project.

Targeted Audience: All personnel in the delivery of service

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and practice the 360 degree feedback concepts presented in the training. The session will be interactive with participants reporting group discussions. Pre and post tests will be given to assess the participants' knowledge base in oral communication. Multi-media will be used with video clips of effective professional oral communication. In addition, participants will receive the documents and instructions necessary to participate in a 360 degree feedback project.

Course description: Leaders rarely see themselves the way others see them. This training will provide participants with the tools and instructions for participating in a 360 degree feedback project where the leaders will receive feedback concerning their leadership style from various levels of personnel within the organization. The feedback provided in this project will be essential for leaders to further develop their leadership skills.

360 degree 
Feedback

Course Title: CPR Training

Learning Objectives: Participants in this training will learn how to respond to common first aid emergencies, including burns; cuts; head, neck and back injuries and more. In addition, participants of this training will learn how to respond to cardiac and breathing emergencies in adults, including the use of automated external defibrillators (AED).

Targeted Audience: All personnel in the delivery of service

Min/Max Class Size: It is recommended that no more than 16 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Hands-on instruction with a demonstration of skill competency.

Course description: What if someone near you was having a cardiac, breathing, or first aid emergency? Would you know what to do? We never know when we will be in a position to respond to one of these emergencies. With an emphasis on hands-on learning, our First Aid/CPR/AED courses give you the skills to react in these situations and perhaps save a life. All course options align with OSHA's Best Practices for Workplace First Aid Training Programs and are available in classroom and blended learning formats. A digital certificate is issued upon successful course completion with anytime, anywhere access to certificate and training history.



Courses Title: Sexual Harassment Training

Learning Objectives: The participants of this training will understand how to prevent discrimination and sexual harassment in the workplace.

Targeted Audience: All personnel in the delivery of service.

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: The session will be interactive with participants reporting group discussions. Pre and post tests will be given to assess the participants' knowledge base in the prevention of discrimination and sexual harassment in the workplace. Multi-media will be used with video clips of role playing.

Course description: This training course will help deliver techniques to employees on how to prevent discrimination and sexual harassment in the workplace. Not only can workplace discrimination and sexual harassment affect employee productivity, it can also divert resources from the organization's Vision/Mission. Improper conduct can also lead to liability for the organization and/or individual employees for sexual harassment and workplace discrimination. The U.S. Supreme Court has established legal standards for sexual harassment in the workplace that employers must meet to avoid — or at least minimize — incidents of discrimination and sexual harassment and avoid liability for punitive damages. Employee training is the key to addressing these issues.

SEXUAL HARASSMENT

TRAINING

Course Title: Leadership Retreats

Learning Objectives: Participants of this retreat will develop deeper professional relationships with colleagues. In addition, participants will participate in setting personal goals that align to the professional goals of the organization. The team of participants will also develop two overarching goals for effective team building and goal setting.

Targeted Audience: Leadership Teams as well as all personnel in the delivery of service

Min/Max Class Size: It is recommended that no more than 25 participants participate in the retreats. There is no minimum size requirements.

Mode of delivery: Participants in this retreat will engage in interactive project based activities intended to promote a better understanding of self and others. Leadership Retreats will take place at the Leadership Empowerment Group Camp in Arroyo City and participants will not have access to internet or cell phone service to allow for focus on skill and relationship development. Instruction will be in a casual atmosphere with the goal of team building and leadership awareness. Participants will be encouraged to set goals, share their goals with others, and commit to change that will lead to goal attainment.

Course description: Set in a serene location on the Arroyo Colorado, leadership retreats allow for participants to build stronger professional relationships with co-workers that will build the team to encourage a unified effort to meet organizational goals. Participants will actively discuss goals and change required to meet the goals. In addition, participants will connect to the Vision/Mission of the organization and will leave the retreat with an Action Plan for the next 30 days.

Course Title: Strategic Planning

Learning Objectives: It is expected that the stakeholders of the organization will take an active role in developing the Strategic Plan for the business. At the conclusion of the project, participants will have a Strategic Plan that allows for clarity of focus, documentation of efforts, communication of expectations, and implementation of priorities environment as well as the strengths, weaknesses.

Targeted Audience: Leadership Teams for the organization

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in Cooperative Learning activities where, in small groups, the participants will brainstorm and list strategies for maximizing success in the organization. The training will be interactive with participants reporting group discussions.

Course description: Current research on effective organizational systems that are structured to allow all employees to achieve success indicate that strategic planning is an essential tool. The Strategic Plan allows for organizational systems to focus on problem solving, productivity, effectiveness, and efficiency as they relate to overall goals of businesses.



STRATEGIC PLANNING

Course Title: HIPAA in the Workplace

Learning Objectives: Participants of this training will develop a better understanding of the rules and regulations provided by HIPAA. Our HIPAA in the Workplace training course is meant to satisfy the training requirement under HIPAA and provides an emphasis on HIPAA Privacy but with an overview of the other parts of HIPAA such as HIPAA Security as well. Everyone must take this course to satisfy the training requirement under HIPAA.

Targeted Audience: Leadership Teams as well as all personnel in the delivery of service. Additionally, any single individual who works for an organization involved in direct medical treatment of patients.

Min/Max Class Size: There is no minimum size requirements.

Mode of delivery: Participants in this training will engage in interactive project based activities intended to promote a better understanding of HIPAA requirements and regulations. Additionally, participants will take an online examination in order to obtain certification.

Course description: Introduction to HIPAA

Transactions, Code Sets, and Identifiers

Privacy

Security

ARRA/HITECH Act and Omnibus Rule

Implementation

Final Exam



Course Title: *How to Lead Effective Meetings*

Learning Objectives: It is expected that the participants of this training will leave with a better understanding of how to run good meetings through leadership activities in (1) Pre-Meeting Planning, (2) Executing the Meeting, and (3) After the Meeting. It is also expected that the participants will be able to take the concepts learned and apply them to their particular leadership situation. Participants will learn skills that can lead to improved job satisfaction. Increased job performance, and improved organizational outcomes.

Min/Max Class Size: It is recommended that a minimum of 10 and maximum of 40 individuals participate.

Mode of delivery: Participants will receive the Participant Packet which includes activity materials. This is an interactive session with participants engaging in group discussion, partner discussion, and individual reflection activities.

Course description: Research shows that there are some negative effects of ineffective meetings in the workplace. Outcomes such as zero accomplishments, frustration, anger, loss of motivation, etc. are attributed to organizations where there are too many ineffective meetings. Bad meetings lead to bad decisions, mediocrity, and failure. However, higher morale, job satisfaction, and productivity.

Course Title: Human Capital Organizational Assessment

Learning Objectives: During the Human Capital Organizational Assessment, a specifically designed framework will lead to the organization focusing on valuing employees and aligning policies to support organizational performance goals and strategic plan.

Learning Activities: Specific task will include an organizational structure and flow chart that is user friendly, updated employee job descriptions, and completed compensation study, updated human resource policies, and updated human resources procedures. All tasks will focus on strategic execution and will be results/ performance based aligned to the strategic plan.

Min/Max Class Size: Directors and staff

Learning Outcomes: At the conclusion of the Human Capital Organizational Assessment, a comprehensive plan will be developed for the purpose of assisting the organization with recommendations on establishing a Human Capital Organization.

Course description: Research shows that simply stated, Human Capital means people. People in the workplace should be viewed as assets that are valued and invested in. Organizations should take strategic actions to ensure that the investment in the people who make up the organization increases value and minimizes risk. Successful organizations must have human capital policies aligned to support the organization's shared vision and strategic plan. All human capital policies and procedures should be designed, implemented, and assessed by how affect and lead to the goals.

Course Title: Bullying in the Workplace

Learning Objectives: Participants of this training will learn the keys to prevent workplace bullying.

Target Audience: All employees and managers/ leaders/ supervisors

Min/Max Class Size: There is no requirement.

Mode of Delivery: Participants in this training will engage in interactive lessons designed to meet the various learning styles (Kinesthetic, auditory, visual, and tactile).

Course Description: By definition bullying is persistent, offensive, intimidating or insulting behavior that makes the recipient feel upset, threatened, humiliated, or vulnerable. Without intervention, workplace bullying can lead to negative performance outcomes. Participants of this training will learn to recognize bully-ing behavior, speak up and stand up for others.

New Courses Available:

- OSHA
- Fraud/Abuse
- Building Customer Loyalty
- Communicating with the Difficult Customer
- Leading in Customer Service II
- Telephone Etiquette
- Leadership Coaching

Course Title: Board Training

Learning Objectives: It is expected that board members of organizations will take an active role in carrying out the responsibilities of a board member to include creating or enhancing the organization culture so that it promotes clarity of focus, documentation of efforts, communication of expectations, and implementation of priorities. In addition, it is expected that board members will be more connected to the Vision/Mission of the organization.

Targeted Audience: Leadership Teams and Board Members

Min/Max Class Size: It is recommended that no more than 25 participants enroll in this course. There is no minimum size requirements.

Mode of delivery: Participants will be involved in activities where, in small groups, the participants will brainstorm and list strategies for maximizing success. The sessions will be interactive with participants reporting group discussions. Pre and post tests will be given to assess level of knowledge in best practices for board members. In addition, video clips will be used to demonstrate effective board leadership techniques.

Course description: Current research on effective non-profit and profit organizations indicates that effective board participation is essential for organizational outcomes including fundraising. Board training allows for capacity building, dialogue, and consensus on the various roles and responsibilities of a board member. Board training allows for a focused approach to problem solving, productivity, effectiveness, and efficiency as they relate to overall goals of non-profits as well as for profit organizations.



Course Title: Nurse Leadership

Learning Objective: It is expected that nurses to define personal leadership methodology, define what practicing personal leadership means, and analyze the leadership and behaviors of a character in a personal leadership case study. In addition, it is expected that nurses will apply personal leadership principles and practices to the case study.

Target Audience: Nurses

Min/Max Class Size: It is recommended that no more than 35 participants enroll in this course. There is no minimum size requirements.

Mode of Delivery: Participants will be involved in activities where, in small groups, the participants will brainstorm and list strategies for maximizing success. The sessions will be interactive with participants reporting group discussions.

Course Description: This course will focus on the developing Registered Nurse as leaders. Nurses will learn to develop a personal leadership methodology which will allow them to become aware of their leadership beliefs, values, emotions, judgements, and reactions. The course trains nurses to assess ambiguous situations, face decision points and resolve conflict.



Founder and CEO

Dr. Barbara Baggerly-Hinojosa



Dr. Baggerly-Hinojosa is the Chief Executive Officer and Founder of Leadership Empowerment Group, LLC.

Dr. Baggerly-Hinojosa holds a PhD in Leadership Studies from Our Lady of the Lake University. In addition, Dr. Baggerly-Hinojosa has earned a Masters in Educational Supervision, a Bachelors in Interdisciplinary Studies, and an Associates in Education. With over 20 years of experience in the K12 education industry (private and public), Dr. Baggerly-Hinojosa has held positions ranging from classroom teacher to school principal to district administrator. Currently, Dr. Baggerly-Hinojosa is a full time faculty member in the School of Business and Leadership Studies at Our Lady of the Lake University where she teaches PhD courses in Leadership Studies. You can reach her at barbara@leadershipempowermentgroup.com



Chief Operating Officer

Mr. Claudio A. Hinojosa, III

Mr. Hinojosa is Chief Operating Officer and Co-Founder of Leadership Empowerment Group, LLC.

With over 25 years of experience in the computer industry, Mr. Hinojosa has an extensive background in sales, customer service, business structure, and support services. In addition, Mr. Hinojosa serves his community as a volunteer fire fighter who specializes in training and support. Feel free to contact Mr. Hinojosa at ca@leadershipempowermentgroup.com if you have any logistical questions concerning our training, services, and products. He can help you with pricing, scheduling, and shipping services.



**STUDENT LEADERSHIP
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*Parent Leadership
Academy*

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**Workforce
Training**

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