

Leadership Training Solutions

Lehigh Carbon
COMMUNITY COLLEGE

CENTER FOR
WORKFORCE DEVELOPMENT

Apples & Oranges – A Financial Business Acumen Simulation (Two- 4 hour classes)

Apples & Oranges is a powerful and fun way to build company-wide business literacy, resulting in improved commitment to expense containment goals, higher productivity and increased teamwork. In a hands-on simulation that takes the mystery out of business finance, participants learn how cash circulates through companies and affects scarce resources. They gain a better understanding of the effects of purchasing decisions, changes in productivity, and resource management on their companies' profitability and financial condition.

Change Management

This session provides participants with a firsthand change experience and examination of reactions. Participants will develop strategies to manage and support individuals through the various emotional stages of the Kubler-Ross Model during change, recognize the psychological and emotional nature of transitions and how they differ from mere changes using the William Bridges' Transition Model. They will also acquire techniques to manage and overcome resistance to change, including strategies for engaging and communicating with resistant individuals or groups.

Coaching

In this workshop participants gain a new perspective on their role as coach as they prepare, deliver, and follow up a coaching session with constructive and balanced feedback that promotes growth. They learn to hold team members accountable for their development while providing the necessary support and resources. Participants are also given an opportunity to reflect on their own coaching style, identifying strengths and areas for improvement.

Communication/Active Listening Skills

Participants have an opportunity to experience the ineffectiveness of communication and examine verbal, vocal and non-verbal elements. The Ladder of Inference introduces how meaning is inferred from observations resulting in conclusions that affect communication. Participants objectively assess their listening skills and identify the common barriers that prevent communication. This session also provides active listening practice incorporating clarifying questions and statements.

Conflict Management

Beginning with an engaging, interactive exercise, participants readily identify common reactions to conflict. They move on to explore the dynamics of conflict, including its sources, types and effects, and understand the Thomas-Kilmann Conflict Mode Instrument (TKI) and its five conflict-handling modes. Opportunity is also provided for participants to reflect on their own conflict management style, identifying strengths and areas for improvement.

Customer Service Experience – Delivering Excellence (16 hours)

This comprehensive development program enables service providers to understand customers' wants and needs to turn ordinary interactions into extraordinary experiences. By reframing their thinking from task to opportunity and defining a comprehensive list of "non-negotiable" behaviors, they will be better equipped to make a powerful impact on service culture. Through examining high-quality service standards and best practices of industry leaders, they also gain proficiency in how to differentiate their brand and turn service failures into experiences that build trust and loyalty.

ECHO Listening Intelligence for Leaders and Teams

The LIFT™ (Listening Intelligence for Leaders and Teams) training program provides participants with foundational Listening Intelligence knowledge and a practical framework for putting what they learn into practice. During four sessions, participants develop a deep understanding of their own habitual listening behavior, learn to identify the listening preferences of other key stakeholders, and gain appreciation for the power of cognitive diversity.

Emotional Intelligence Foundations

In this foundational workshop, participants will be introduced to Emotional Intelligence in personal and professional contexts and its impact on overall well-being and effectiveness. They will learn fundamental concepts, including its definition and four competencies, and develop empathy by learning to recognize and understand the emotions of others and respond appropriately to their needs and perspectives.

Emotional Intelligence (EIQ) Assessment (2 hours)

The Emotional Intelligence (EIQ) assessment helps participants understand the way they apply their emotional intelligence in terms of style, preferences, and behavior. It affords them clarity in determining how to best apply their knowledge and feelings to achieve a mutually beneficial outcome. It's this understanding that forms the basis on which they're able to adjust in order to be more effective in the future; personally, as well as professionally.

Everything DiSC Agile EQ - Emotional Intelligence (4 hours)

Everything DiSC Agile EQ combines the simplicity of DiSC with an in-depth emotional intelligence (EQ) training. EQ is the ability to change behavior to match any emotional and social situation. Agility is the ability to recognize the emotional and social needs of a situation and act accordingly. Agility is necessary because different situations call for different responses. Compared to other EQ assessments, Agile EQ doesn't just survey a person's EQ. Agile EQ focuses on helping individuals understand which EQ behaviors they currently know and which they need to practice. The assessment is just one piece of a comprehensive program that combines a personalized report for each individual with an engaging training program.

Everything DiSC Management (6 hours)

Many managers are promoted to their position because they were great employees. Unfortunately, great employees don't always make great managers. They need to develop new personal-relationship skills that might not come naturally to them. DiSC has helped millions of people develop these skills regardless of their role and title. Now there is a profile that is specific to Managers. Everything DiSC Management was designed to help managers understand themselves, their employees and their bosses. In each section, managers will receive specific strategies on how they can communicate more effectively, delegate, coach, and manage.

Everything DiSC Work of Leaders (6 hours)

This training focuses on understanding how your tendencies influence your effectiveness in specific leadership situations. Leaders identify their leadership strengths in three primary areas:

- Vision – how a leader explores ideas, tests assumptions, or exhibits boldness
- Building Alignment – how a leader clarifies their vision, promotes, and inspires employees around an idea or strategy
- Championing Execution – how a leader builds momentum, structures a plan or analysis, and provides feedback to ensure everything works as planned

Everything DiSC Workplace (4 hours)

Everything DiSC provides participants with techniques to improve self-awareness and awareness of others, to be more effective in the workplace and contribute to a positive workplace culture. By delivering personalized insights built around an easy-to-understand model, Everything DiSC helps participants at all levels of an organization build key social and emotional skills, improving workplace satisfaction, results, and relationships. The Workplace modules provide an in-depth understanding of participants' priorities and motivations, how they relate to those with different DiSC styles, and how they can use DiSC to build productive relationships.

Foundations of Project Management (4 hours)

Designed for those who lead or contribute to projects without formal project management training, this course provides a practical introduction to the core concepts, tools, and mindsets needed to manage work effectively. Participants—including new project managers, team leads, and individual contributors—will learn how to define projects, engage stakeholders, clarify scope and constraints, manage risk, and plan work using simple, repeatable techniques.

Generational Differences

This workshop explores the defining characteristics, historical influences and workplace preferences of Baby Boomers, Generation X, Millennials, and Generation Z. Participants will examine how different generations prefer to communicate and how to adapt accordingly. They will also acquire motivational strategies and engagement techniques based on generational values and expectations, reducing conflict and promoting a culture of empathy, respect and inclusion.

Performance Management and Setting Expectations (4 hours)

In this course, leaders will learn the essential skills for setting and communicating performance management expectations in the workplace. Participants will explore the significance of transparent expectations for organizational success and individual performance. Through interactive discussions and practical activities, attendees will gain insight into aligning personal goals with company objectives, defining SMART expectations and utilizing effective coaching and communication techniques.

Problem Solving and Decision Making

This session explores different methods for approaching problem-solving, including tools to identify root causes. It provides strategies for involving the team in problem-solving and decision-making processes, fostering a collaborative environment for better solutions. Participants will review when to make individual vs. group decisions, and the key factors that influence these choices. They will analyze problems, evaluate multiple solutions, and make decisions based on data, feedback and external influences.

The Pygmalion Effect – The Power of Expectations

This powerful workshop highlights how expectations (both positive and negative) from leaders can significantly influence behavior, motivation, and outcomes. Participants will learn techniques to set and communicate positive, high expectations that inspire and support growth, while also developing strategies to prevent the setting of limiting expectations that can hinder performance, including how to identify and overcome personal biases.

Servant Leadership: Empowerment Through Service (8 hours)

This dynamic course is designed to equip leaders with the transformative principles of servant leadership. Participants delve into the essence of leadership as service, cultivating skills in empathy, active listening, and fostering team growth. Through an interactive workshop including case studies, and practical exercises, participants develop a profound understanding of their role in uplifting and empowering others. This course fosters a culture of collaboration, trust, and mutual respect, enabling leaders to inspire positive change within their organizations. Join us on a journey of self-discovery and service and unlock the potential to lead with compassion and purpose.

Situational Leadership

This introductory workshop highlights how to identify and describe the four SLII® leadership styles: Directing, Coaching, Supporting, and Delegating, develop an understanding of task specific performance, and practice diagnosing development levels and applying appropriate leadership styles in real-time. Participants will also analyze various leadership scenarios to determine the most effective leadership style to apply.

Stress Management

Participants in this workshop will analyze how stress affects mind and body, including its impact on mental health, physical well-being, and workplace performance. They will learn practical stress management techniques like the 4 As and explore strategies for building resilience to manage stress more effectively in the workplace and personal life.

Team Building

This introductory workshop highlights the way a team forms and addresses the roles of members and leaders during its life cycle. Participants identify the characteristics of a high-performing team and are introduced to The Five Dysfunctions. They will analyze their own team dynamics to identify existing dysfunctions impacting team performance and reflect on team-building activities aimed at enhancing trust, communication and collaboration.

Team Building – The Five Behaviors
• Self-Development (4 hours)
• Team Development (8 or 24 hours)

This training program provides the framework from Patrick Lencioni's best-selling book, The Five Dysfunctions of a Team. Teams start their journey by learning how to instill vulnerability-based trust. They build on trust by learning how to engage in productive conflict. This unfiltered, constructive debate on ideas increases the team's ability to commit to decisions and hold each other accountable. They conclude their journey by learning how to achieve collective results. This program is designed to address team dysfunction, improve team productivity, and help individuals learn how to work together effectively. The training combines behavioral insights from DiSC to influence the discussions that take place within each step of the model.

Time Management

Participants in this workshop will analyze current time usage, identify key time-wasting activities, and develop strategies to minimize them. They will distinguish between urgent and important tasks, leading to more effective prioritization and decision-making. In addition, they will learn how to delegate to manage workloads more efficiently and best practices for assigning tasks. Participants will also develop a time management plan that incorporates time logs and prioritization techniques that improve productivity.

Time Management (4-16 hours)

This ATD customizable workshop can include all or part of the following: defining time management, recognizing barriers to delegating and overcoming them, managing excuses for procrastinating, determining an approach to goal setting, making time-related decisions based on core values, exploring productivity and organizational tools, discovering solutions for common "time robbers", filtering information easily and effectively, implementing stress and meeting management techniques, setting expectations and negotiating priorities, as well as identifying a goal for improvement of time management skills with actions.

Train the Trainer (20 hours)

In this workshop series, participants explore adult learner characteristics, their preferred learning styles (Visual, Auditory, Read/Write, Kinesthetic), and how to captivate each style. They examine the impact of trainer expectations through The Pygmalion Effect and utilize the Everything DiSC® Workplace profile to enhance communication with diverse behavior styles. In this interactive workshop, trainers practice coaching, conflict management, and handling classroom challenges, receiving valuable feedback. It perfectly complements the Training Within Industry (TWI) Job Instruction Training Method course, offering a comprehensive training solution for both inexperienced and seasoned trainers.

Transitioning to Leader – An Introduction to Servant Leadership

In this session, participants define servant leadership and review its key principles and characteristics. They engage in reflective practice by critically evaluating their own leadership experiences through the lens of servant leadership principles and consider the concept of legacy - how they intend to leave a positive and lasting impact through their influence.

TWI (Training Within Industry) Job Instruction – 10 hours

Job Instruction (JI) Training is crucial to establish stability in your processes, ensuring consistency and reliability. JI trains your people to break down a given job and develop the "one best way" to do it, then in turn, train others to perform that "one best way" consistently and repeatedly. Process stability is generated across all workers, at all times and lays a solid foundation for continuous improvement programs.

- Breaking down jobs into the into the "one best way" – What, How and Why
- Presenting the process and demonstrating the "one best way"
- Teaching the process and empowering the worker to "learn by doing"
- Checking progress, coaching the worker and encouraging questions

