

# CERTIFIED LEADERSHIP PROGRAM

The program consists of four modules encompassing 17 course topics. Individuals completing the entire program are eligible to apply for the Certified Leadership Professional (CLP) designation.



## MODULE 1

### LEADERSHIP THROUGH STRATEGIC MANAGEMENT

#### Ethics in the Workplace [4 Hours]

Explore the ideal ethical workplace and learn how to create the guidelines and tools to implement policies that support them to better assist you with unethical behavior in your workplace and with customers.

#### Fundamentals of Strategic Planning [4 Hours]

Identify the elements of an effective strategic planning model and learn how create a strategic team to move your company forward.

#### Succession Planning [4 Hours]

Create future leaders by bringing selection systems, reward systems and management development into alignment with the process of identifying current and future leadership needs.

## MODULE 2

### LEADERSHIP THROUGH BUSINESS ESSENTIALS

#### Critical Thinking Skills [4 Hours]

Improve your critical thinking skills by studying tools and practicing techniques on how to understand a problem, evaluate the evidence and make logical and thoughtful decisions.

#### Effective Negotiation Skills [4 Hours]

Learn how to be in the ideal space to really listen, prepare, and persuade with skill and integrity. These skills offer tremendous leverage to reap great rewards and create win-win relationships.

#### Financial Intelligence [2 Hours]

Contribute to planning and strategy discussions with more confidence by understanding the purpose and benefits of budgets, identifying essential financial statements, conducting a break-even analysis and learning which ratios may be important to your organization.

#### Leadership 101 [4 Hours]

Discover the key tools and techniques for developing and refining yourself as a leader.

#### Why We Struggle with Tough Decisions [4 Hours]

Study strategies to overcome your concerns about making and implementing tough decisions.

## MODULE 3

### LEADERSHIP THROUGH BUSINESS MENTORING

#### Challenging Negative Attitudes [4 Hours]

Learn how negative norms become entrenched in an organization, department or team and how to create a more positive working environment.

#### Coaching Conversations [2 Hours]

Identify the steps of a coaching session and how these steps can be applied in various contexts to hold an individual responsible for proactively defining goals and becoming accountable to their commitments.

#### Diversity Awareness [2 Hours]

Explore the subtle ways that limitations occur and how to combat them by fostering an environment that focuses on building respectful interactions.

#### How to Make Yourself Indispensable [2 Hours]

Take initiative to go above and beyond, expand your sphere of influence, perform well under pressure, adapt to changing situations - become indispensable!

## MODULE 4

### LEADERSHIP THROUGH MOTIVATING

#### Adapting Your Leadership Style [2 Hours]

Identify the qualities of an effective leader and recognize style differences in others to build rapport and develop individual motivation approaches.

#### Delegating for Growth [2 Hours]

Develop a team-driven culture by understanding the purpose of delegation, preparing and applying the steps to delegating effectively, and learning to recover from inevitable mistakes or disappointments.

#### Employee Engagement [2 Hours]

Cultivate an environment of engagement where you recognize employees as individuals, show you support them, give feedback to development their skills and acknowledge all employees for their contributions.

#### Managing Teams [4 Hours]

Understand how to find the balance between directing and supporting a team by clarifying team roles, defining responsibilities, making decision making beneficial, troubleshooting problem situations and more!

#### The Exceptional Manager [2 Hours]

Study how to balance the qualities of an exceptional manager - developing self-awareness, demonstrating consistency, displaying humility and confidence - to increase employee engagement and satisfaction.

