

Leadership Development Program

The Leadership Development Program has been design to include three full-day workshops. Each full-day workshop is divided into two distinct but related modules.

The program shall be structured according to the following syllabus:

Workshop One

<p><i>Module I - Recruitment and Selection</i></p> <p>Objectives:</p> <ul style="list-style-type: none"> • Review importance of human resources planning. • Review and develop job profiles. • Identify effective recruitment and advertising strategies. • Review and practice selection strategies. 	<p><i>Module II – Retention Strategies</i></p> <p>Objectives:</p> <ul style="list-style-type: none"> • Identify the Elements of High Retention Organizations. • Identify Retention Strategies. • Identify generational value shift differences. • Share and Generate Ideas.
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Workshop Two

<p><i>Module III - Performance Feedback Program</i></p> <p>Objectives:</p> <ul style="list-style-type: none"> • Discover the purpose of employee performance feedback. • Review the performance management 4 step cycle and discuss options and alternatives. • Review the practice performance evaluation tools such as giving feedback and positive recognition. • Discuss the development and implementation of your performance evaluation system. 	<p><i>Module IV - Improving Employee Work Performance</i></p> <p>Objectives:</p> <ul style="list-style-type: none"> • Discover the purpose of performance improvement • Identify the factors contributing to poor performance • Learn about a performance improvement process and developing performance improvement plans. • Review and discuss legal considerations
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Workshop Three

<i>Module V - Conflict Management</i>	<i>Module VI – Workplace Coaching</i>
<p>Objectives:</p> <ul style="list-style-type: none">• Obtain a general understanding of conflict and how to handle conflict in the workplace.• Use the Thomas Kilmann Conflict Mode to identify the 5 conflict types.• Discuss the appropriate times to use the benefits/costs of each Mode.• Discuss the strengths and blind spots in handling conflict.	<p>Objectives:</p> <ul style="list-style-type: none">• Discover the difference between workplace coaching and other disciplines• Identify the coaching model and basic coaching principles.• Practice coaching tools and techniques – for personal/ professional growth as well as application in the workplace.• Identify situations to use workplace coaching to help identify, commit to and accomplish goals – and celebrate the progress made.

As this Supervisory Development Program evolves, we have the flexibility to expand to additional modules to address any other training needs that are identified.

A “**Certificate of Completion**” will be issued to participants at the completion of each workshop and a “**Leadership Development Certificate**” will be issued to participants that complete the entire program.