

## Leadership Courses 2014



# STAR OF EXCELLENCE

WEST CHESTER UNIVERSITY



## LEADERSHIP

### **PERFORMANCE MANAGEMENT (3-PART 40 MIN EACH TELESEMINAR SERIES)**

For managers and supervisors who are responsible for completing performance evaluations and discussions, learn about the value, purpose, and logistics; how to write effective reviews; and strategies to conduct effective discussions (especially uncomfortable ones).

**Format:** Pre-recorded Teleseminar Series    **Dates:** January 28 – February 11

### **TAKE YOUR EMPLOYEES WHERE THEY DIDN'T THINK THEY COULD GO (20 MIN VIDEO)**

One of your most effective leadership tools is communicating necessary information for employees to best perform. Handled skillfully, you can empower your people; fumble it, and you'll surely hamper theirs and your organization's success. Learn how, when, and why to use the right questions as a surefire leadership approach.

**Format:** Pre-recorded Video    **Dates:** January 29

### **BAUDVILLE EMPLOYEE RECOGNITION (SEASON 1) (E-MAIL SERIES)**

This six week series provides weekly emails with access to preselected resources to help busy campus leaders engage and recognize their employees and teams using no-cost and low-cost strategies. The productivity and engagement enhancing series includes quick white papers, articles, job aids, and access to webinars and e-books.

**Format:** E-mail Series    **Dates:** February 3 - 24

### **BIG THINK (SEASON 1) (5-PART VIDEO SERIES)**

One time a week for five weeks enjoy absorbing a knowledge forum in a 2-5 minute video format featuring the ideas, lessons, stories and advice of leading experts from around the world. Topics will include: Increasing Potential; Resilience; Tao of Leadership; Looking at Challenges as an Outsider; and Switching Off the "Always On" Culture. When you expand your mind, you increase the opportunities to think big!

**Format:** Pre-recorded Video Series    **Dates:** February 6 - 27

### **PUTTING THE "PERFORM" INTO THE PERFORMANCE REVIEW PROCESS (20 MIN VIDEO)**

Watch and listen how to maximize the use of the evaluation forms and the performance discussions to reinforce appropriate behaviors and eliminate unacceptable behaviors. Learn how to handle difficult situations and how to word certain challenges and areas for growth in an official employee document and subsequent discussions.

**Format:** Pre-recorded Video    **Dates:** March 7



## LEADERSHIP

### **JACK CANFIELD'S GUIDE TO GOAL SETTING SUCCESS SERIES (SEASON 1) (4-PART TELESEMINAR SERIES)**

One time a week for five weeks enjoy receiving the tools that will hold you accountable for your own success at work, at home, and in life. These goal setting tools will help you strategize and minimize limitations, manage your productivity and down time, and develop an internal mastermind group that will help everyone achieve more of what they want out of work. Tools include: Daily Success Focus Journal, Achievers Focusing System, Mastermind Strategy Guide, Victory Log, and One Year Planning Guide.

**Format:** Pre-recorded Teleseminar Series    **Dates:** March 3 – 24

### **TURN AROUND PERFORMANCE PROBLEMS BEFORE IT IS TOO LATE (20 MIN VIDEO)**

Have you ever created personnel “workarounds” or pushed problems under the rug until the bulge could not be ignored? Learn how that negatively impacts the rest of your department and your credibility in their eyes. Equipping yourself with the necessary tools and strategies can make a long term impact on your leadership and team.

**Format:** Pre-recorded Video    **Dates:** March 26

### **DELIVERING EFFECTIVE FEEDBACK (20 MIN VIDEO)**

Regardless of your position in the organization, learn how to handle challenging feedback sessions and how to personalize the feedback to the individual and situation both at home and at work. Cathy Toner also will share her best practices for handling difficult feedback sessions.

**Format:** Pre-recorded Video    **Dates:** April 17

### **WCU LEADERCAST RADIO SHOW (SEASON 1) (FIVE-PART 20 MIN EACH TELESEMINAR SERIES)**

Learn from those in our community who are faced with tough decisions every day. Leading is something that we’re not often taught, but are thrown into. Gain wisdom from those who have been there and continue to thrive both in good and hard times!

**Format:** Pre-recorded Teleseminar Series    **Dates:** April 25 – May 16

### **LEADING EFFECTIVELY (SEASON 1) (5-PART TELESEMINAR SERIES)**

Sponsored by the acclaimed Center for Creative Leadership, use the weekly link to listen to pre-recorded short audio clips (less than 5 minutes) on selective and highly relevant leadership topics. Listen at your PC or download these audios over 5 weeks to your MP3 player.

**Format:** Pre-recorded Teleseminar Series    **Dates:** April 29 – May 27

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### **SIMPLE TRUTHS STAFF MEETING STARTERS (SEASON 1) (4-PART 20 MIN EACH VIDEO SERIES)**

Whether you are a leader or aspire to be one, receive a monthly email (for 5 months) with a link to a quick video. Watch and ponder on your own or bring it a staff meeting to be discussed by all. This is an impactful way to discuss key topics and strengthen your culture in 15 minutes or less. Topics will include: Team Strengthening; Procrastination; Customer Service; Turning Problems into Opportunities, etc.

**Format:** Pre-recorded Video Series    **Dates:** June 24 – July 15

### **TED LEADERSHIP (SEASON 1) (5-PART VIDEO SERIES)**

Watch TED's most fascinating thinkers and doers talk about relevant and timely leadership topics (in 18 minutes or less). Each week (for 5 weeks), receive a link for access to a preselected video with strategies to ponder and apply to further improve your leadership skills.

**Format:** Pre-recorded Video Series    **Dates:** July 21 – August 11

### **GOOD TO GREAT WITH JIM COLLINS (SEASON 1) (4-PART AUDIO/VIDEO SERIES)**

Listen to and/or watch Jim Collins, author of the best seller *Good to Great*, in these brief audios/videos over 4 weeks where he addresses how you can improve your teams and organization using the principles from his extensive research and writings.

**Format:** Pre-recorded Audio/Video Series    **Dates:** September 3 - 24

### **FUNCTIONAL FACILITATING (20 MIN VIDEO)**

Explore facilitation techniques that are firm, fair, and focused. Review the basic skills for facilitating all types of groups, and detail the responsibilities of all facilitators.

**Format:** Pre-recorded Video    **Dates:** September 10

### **JON GORDON'S "A POSITIVE MOMENT" (SEASON 1) (5-PART TELESEMINAR SERIES)**

Use the weekly links to listen to bestselling author and speaker Jon Gordon over 5 weeks as he shares quick positive messages you can apply within yourself, with your team and department, and in your daily personal experiences. Listen at any PC or download audios to your MP3 player. Jon is the author of The Wall Street Journal bestsellers such as *The Energy Bus*, *The No Complaining Rule*, *The Seed*, and his latest *The Positive Dog*.

**Format:** Pre-recorded Teleseminar Series    **Dates:** September 11 – October 2

### **THE LEADERSHIP CHALLENGE (5-PART 40 MIN EACH TELESEMINAR SERIES)**

Learn and apply the five founding principles in Kouzes and Posner's best-selling book, *The Leadership Challenge*. 1) Model the Way--Identify your current and desired leadership style; 2) Inspire a Shared Vision--Take the SELF Profile and identify your dominant style; 3) Challenge the Process -Learn to think outside the box, manage change, and unify others to work towards common goals; 4) Enable Others to Act--Coach others for success; 5) Encourage the Heart-Discover the power of positive reinforcement and encouragement. Make these five principles a part of your every day success!

**Format:** Pre-recorded Teleseminar Series    **Dates:** September 23 – October 21



## LEADERSHIP

### GET READY FOR THE BABY BOOMER RETIREMENT AMBUSH (20 MIN VIDEO)

Despite the warning signs, organizations are seeing the first phase of boomer retirements and their lack of preparation is leading to lost productivity and institutional memory, and workplace tension. Learn important planning strategies to be ready for this transition, and have the necessary skills to lead and work with the newest generation of workers.

**Format:** Pre-recorded Video    **Dates:** October 8

### HOW TO BUILD AND LEAD HIGH PERFORMANCE TEAMS (20 MIN VIDEO)

Does your team/department consistently deliver results far beyond theirs and your expectations? Are members engaged and working synergistically even during conflict? Learn key strategies to create that environment which maximizes individual and team/department success.

**Format:** Pre-recorded Video    **Dates:** October 22

### JOHN MAXWELL ON LEADERSHIP (SEASON 1) (5-PART VIDEO SERIES)

Watch John Maxwell, author of the best sellers *360 Degree Leader* and *21 Irrefutable Laws of Leadership*, as his tell-it-like-it-is approach to leadership both educates and entertains in these classic yet relevant short videos over 5 weeks.

**Format:** Pre-recorded Teleseminar Series    **Dates:** November 5 - 26

### STRENGTHENING YOUR LEADERSHIP BACKBONE (20 MIN VIDEO)

Whether you are a current or aspirant leader, learn the 10 powerful strategies that will bring you and others around you greater credibility, power and influence at work using Susan Marshall's book, *How to Grow a Backbone*.

**Format:** Pre-recorded Video    **Dates:** November 12

### ENTRELEADERSHIP (SEASON 1) (4-PART TELESEMINAR SERIES)

The EntreLeadership Teleseminar Series (Season 1) is being re-broadcast by popular demand. This series delivers lessons on business, team building, and leadership from internationally recognized subject matter experts. Receive links to four weekly podcast so you can watch, reflect, and act on the information. Also, share the enrichment with your employees. Make learning a part of your culture as we build on excellence!

**Format:** Pre-recorded Teleseminar Series    **Dates:** November 17 – December 8

### CRUSHING PERFORMANCE MANAGEMENT MYTHS (20 MIN VIDEO)

Learn how to maximize performance evaluation resources and processes by dispelling its myths. Uncovering the truths can result in a culture of high level performance through strategic alignment, effective communication, coaching, and self-assessment.

**Format:** Pre-recorded Video    **Dates:** December 12





## LEADERSHIP

### DEVELOPING GOOD JUDGMENT: THE CAPACITY FOR EFFECTIVE DECISION MAKING (30 MIN VIDEO)

Michael Boyes of Credo Consulting helps viewers to understand the intuitive decision making process; know when and how to rely on intuition; and apply techniques for building intuitive decision making capacity.

**Format:** Pre-recorded Video    **Dates:** December 17

## SKILL SOFT ONLINE LEARNING

CLICK ON THE BLUE LINKS FOR COURSE DESCRIPTIONS.  
EACH LINK COUNTS AS ONE COURSE.

### Leadership Essentials

Leadership Essentials: Motivating Employees	<a href="#">lead_05_a01_bs_enus</a>
Leadership Essentials: Communicating Vision	<a href="#">lead_05_a02_bs_enus</a>
Leadership Essentials: Building Your Influence as a Leader	<a href="#">lead_05_a03_bs_enus</a>
Leadership Essentials: Leading with Emotional Intelligence	<a href="#">lead_05_a04_bs_enus</a>
Leadership Essentials: Leading Business Execution	<a href="#">lead_05_a05_bs_enus</a>
Leadership Essentials: Leading Innovation	<a href="#">lead_05_a06_bs_enus</a>
Leadership Essentials: Leading Change	<a href="#">lead_05_a07_bs_enus</a>
Leadership Essentials: Creating Your Own Leadership Development Plan	<a href="#">lead_05_a08_bs_enus</a>

### Employee Engagement

The Benefits and Challenges of Engaging Employees	<a href="#">lead_06_a01_bs_enus</a>
Maintaining an Engaging Organization	<a href="#">lead_06_a02_bs_enus</a>

### Creating a positive work environment

Creating and Maintaining a Positive Work Environment	<a href="#">lead_07_a01_bs_enus</a>
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### Making Cross-Functional Teams Work

Cross-functional Team Fundamentals	<a href="#">lead_10_a01_bs_enus</a>
Key Strategies for Managing Cross-functional Teams	<a href="#">lead_10_a02_bs_enus</a>
Managing Internal Dynamics in a Cross-functional Team	<a href="#">lead_10_a03_bs_enus</a>

### The Voice of Leadership

The Voice of Leadership: Inspirational Leadership	<a href="#">lead_13_a01_bs_enus</a>
The Voice of Leadership: Self-Assessment and Motivation	<a href="#">lead_13_a02_bs_enus</a>
The Voice of Leadership: Effective Leadership Communication Strategies	<a href="#">lead_13_a03_bs_enus</a>
The Voice of Leadership: The Power of Leadership Messaging	<a href="#">lead_13_a04_bs_enus</a>

## Managing Organizational Change

Managing Change: Understanding Change	<a href="#">mgmt_13_a01_bs_enus</a>
Managing Change: Building Positive Support for Change	<a href="#">mgmt_13_a02_bs_enus</a>
Managing Change: Dealing with Resistance to Change	<a href="#">mgmt_13_a03_bs_enus</a>
Managing Change: Sustaining Organizational Change	<a href="#">mgmt_13_a04_bs_enus</a>

## Business Coaching Essentials

Business Coaching: Getting Ready to Coach	<a href="#">mgmt_14_a01_bs_enus</a>
Business Coaching: Conducting Coaching Sessions	<a href="#">mgmt_14_a02_bs_enus</a>
Business Coaching: Building the Coaching Relationship	<a href="#">mgmt_14_a03_bs_enus</a>
Business Coaching: Using Different Coaching Styles	<a href="#">mgmt_14_a04_bs_enus</a>

## Management Essentials

Management Essentials: Directing Others	<a href="#">mgmt_15_a01_bs_enus</a>
Management Essentials: Delegating	<a href="#">mgmt_15_a02_bs_enus</a>
Management Essentials: Developing Your Direct Reports	<a href="#">mgmt_15_a03_bs_enus</a>
Management Essentials: Confronting Difficult Employee Behavior	<a href="#">mgmt_15_a04_bs_enus</a>
Management Essentials: Managing a Diverse Team	<a href="#">mgmt_15_a05_bs_enus</a>
Management Essentials: Treating Your Direct Reports Fairly	<a href="#">mgmt_15_a06_bs_enus</a>
Management Essentials: Caring about Your Direct Reports	<a href="#">mgmt_15_a07_bs_enus</a>

## First Time Manager Essentials

First Time Manager: Understanding a Manager's Role	<a href="#">mgmt_16_a01_bs_enus</a>
First Time Manager: Challenges	<a href="#">mgmt_16_a02_bs_enus</a>
First Time Manager: Meeting Expectations	<a href="#">mgmt_16_a03_bs_enus</a>

## Performance Appraisal Essentials

Performance Appraisal Essentials: Planning for Appraisals	<a href="#">mgmt_17_a01_bs_enus</a>
Performance Appraisal Essentials: Conducting Traditional Appraisals	<a href="#">mgmt_17_a02_bs_enus</a>
Performance Appraisal Essentials: 360-degree Appraisals	<a href="#">mgmt_17_a03_bs_enus</a>

## Talent Management Essentials

Talent Management: Basics	<a href="#">mgmt_18_a01_bs_enus</a>
Talent Management: Planning	<a href="#">mgmt_18_a02_bs_enus</a>
Talent Management: Acquiring Talent	<a href="#">mgmt_18_a03_bs_enus</a>
Talent Management: Developing and Engaging Talent	<a href="#">mgmt_18_a04_bs_enus</a>
Talent Management: Retaining Talent	<a href="#">mgmt_18_a05_bs_enus</a>

## Technical Management Essentials

Transitioning from Technical Professional to Management	<a href="#">mgmt_19_a01_bs_enus</a>
Strategies for Transitioning to Technical Management	<a href="#">mgmt_19_a02_bs_enus</a>
Managing Technical Professionals	<a href="#">mgmt_19_a03_bs_enus</a>

## Workforce Generations

Managing Workforce Generations: Introduction to Cross-generational Employees	<a href="#">mgmt_20_a01_bs_enus</a>
Managing Workforce Generations: Working with a Multigenerational Team	<a href="#">mgmt_20_a02_bs_enus</a>
Managing Workforce Generations: Working with the 21st-century Generation Mix	<a href="#">mgmt_20_a03_bs_enus</a>

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## Managing Experts

Meeting the Needs of Your Experts	<a href="#">mgmt_21_a01_bs_enus</a>
Overcoming Challenges When Managing Experts	<a href="#">mgmt_21_a02_bs_enus</a>

## Advanced Management Skills

Developing a High-performance Organization	<a href="#">mgmt_23_a01_bs_enus</a>
Cross-Functional Strategic Management	<a href="#">mgmt_23_a02_bs_enus</a>
Managing for Rapid Change and Uncertainty	<a href="#">mgmt_23_a03_bs_enus</a>
Managing High Performers	<a href="#">mgmt_23_a04_bs_enus</a>
Managing New Managers	<a href="#">mgmt_23_a05_bs_enus</a>
Managing Experienced Managers	<a href="#">mgmt_23_a06_bs_enus</a>

## Managing Problem Performance

Recognizing and Diagnosing Problem Performance	<a href="#">mgmt_34_a01_bs_enus</a>
First Steps for Turning Around a Performance Problem	<a href="#">mgmt_34_a02_bs_enus</a>
Using Progressive Discipline to Correct Problem Performance	<a href="#">mgmt_34_a03_bs_enus</a>
Preventing Problem Performance	<a href="#">mgmt_34_a04_bs_enus</a>



