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2021



LEADING AT THE NEXT LEVEL

A Resource Geared At Providing Ongoing Support For Your Leadership Journey



While our live sessions are typically held from 5-6p EST on the 1st and 3rd Wednesday of each month, we know that just doesn't fit everyone's schedule. So here's a comprehensive list of each lesson we've provided in this **Leading At The Next Level** program since its inception in the 4th quarter of 2018. We welcome you to take advantage of these lessons as needed to help with your personal and professional leadership journey or to help with addressing issues that come up from time to time in our respective organizations.

As Approved Recertification Providers with the Society for Human Resource Management and the Human Resource Certification Institute, nearly every lesson in this program has been approved for continuing education credits. Credit approval for each lesson will be shown by listing the organization by the title.

Each lesson has also been approved through the Virginia Department of Labor to count toward the total number of required classroom hours for those enrolled in Registered Apprenticeship programs.

1. **Be Intentional** *(approved for credit through SHRM and HRCI)*

- Growing professionally or personally doesn't just happen... If we're going to reach our true potential and make the positive impact we're truly capable of as leaders, we must become intentional about that growth!

2. **L.E.A.D.** *(approved for credit through SHRM and HRCI)*

- Effective leaders understand the value of learning, experiencing, applying, and developing ourselves and the skills we have. The true benefit comes when we become effective about repeating that process over and over!

3. **Listen + Understand = Influence** *(approved for credit through SHRM and HRCI)*

- If we want to develop true influence with the people we're responsible for leading, we have to learn how to listen to them, understand them, and make a solid connection with them!



INTENTIONAL ACTION FOR ONGOING GROWTH



A DAILY DOSE OF LEADERSHIP



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LEADING AT THE NEXT LEVEL



EXECUTIVE LEADERSHIP ELITE THINK TANK



4. **The Key to Leadership: Priorities** (approved for credit through SHRM and HRCI)
 - As leaders, our calendars WILL BE filled. The question becomes *Who and What Will Fill It?* Learning to identify our top priorities is the key to making the most of the time we have!
5. **Get Them in the Boat and Keep Them in the Boat** (approved for credit through SHRM and HRCI)
 - Companies spend tens of thousands annually, even small companies, to recruit top talent. But recruiting the best doesn't ensure retaining the best!
6. **The Foundation of Leadership: Character** (approved for credit through SHRM and HRCI)
 - Without developing a strong character, we can be very susceptible to several leadership *diseases!* This lesson addresses the steps we can take to build the kind of character that protects against them!
7. **Which Target Are YOU Aiming For?** (approved for credit through SHRM and HRCI)
 - The thing you focus on most is often what you'll get... So are you focusing on a specific goal or are you focused on continuous growth?
8. **Growing with STYLE** (approved for credit through SHRM and HRCI)
 - John Maxwell says "Every personality type has its strengths. You just need to tap into that strength in your personality to set yourself up for success." And this lesson covers several tools that can make tapping into that strength easier for each different style!
9. **The Ultimate Test of Leadership: Creating Positive Change** (approved for credit through SHRM and HRCI)
 - A leader is often called on to drive change that turns around the culture of an entire organization. This lesson outlines the keys to becoming an effective *U=Turn* leader!
10. **Use It Wisely** (approved for credit through SHRM and HRCI)
 - Each of us have the same amount of time in our day. *Managing* time is a farce. We can only manage how we use the time we have! When we're intentional about how we use *IT*, we get better results!
11. **The Leadership Frame** (approved for credit through SHRM and HRCI)
 - While in a small group with Carly Fiorina, we learned about a great structure that can be applied to each business decision our team is responsible for implementing. This lesson takes what Carly taught about that Framework and combines it with several practical examples that businesses deal with daily.
12. **The Quickest Way to Gain Leadership** (approved for credit through SHRM and HRCI)
 - As a leader, it can seem we're responsible for solving everyone else's problems... But the more effective we can become at problem solving, the more effective we become in our role and the more leadership responsibility we gain!
13. **Why Would They Leave?** (approved for credit through SHRM and HRCI)
 - Attracting top talent can be tough in any business climate. It's even harder when unemployment reaches a record low... In either case, retaining our best team members critical. This lesson digs into key practices our frontline supervisors and managers can apply to improve retention and engagement!
14. **Pace Matters But Approach is Critical** (approved for credit through SHRM and HRCI)
 - The interaction we have with each individual team member can have a tremendous impact our team's overall productivity and performance. We can't communicate with every person the same way. As leaders, our approach matters – and this lesson covers tools you can use immediately in every situation.





15. WHEN is as Important as HOW or WHAT *(approved for credit through SHRM and HRCI)*

- Once we take control of how we use the time we have, and what we invest that time into, understanding *WHEN* we can be most effective with each different task we need to check off our list can make a huge impact on our overall results!

16. After Two Decades, We Finally Understand! *(approved for credit through SHRM and HRCI)*

- Have you ever been told “It’s not what you said, it’s how you said it”? Whether it’s in a personal relationship or a working relationship, what we mean when share a message isn’t always what the other person hears. But there are some simple things we can apply to be sure we’re sending the right message!

17. The Extra Plus in Leadership: Attitude *(approved for credit through SHRM and HRCI)*

- People do what people see! That applies to our children and the people on our teams. As leaders, the attitude we display can have a tremendous impact on the team environment and the results we’re working to achieve – for good or for bad... When we choose the right attitude, we choose our results!

18. Practices of a High Performing Team, part 1 *(approved for credit through SHRM and HRCI)*

- The best teams don’t just come together automatically. There are things we can each do to ensure our team is performing the best it can. In the first lesson of this three part series, we look at how to paint a picture of where the team is headed, and we discuss the impact strong leadership can make.

19. Practices of a High Performing Team, part 2 *(approved for credit through SHRM and HRCI)*

- In part two, we look at how a strong bench can be the difference in winning and losing, we stress how much stronger a team can be when they know who to count on when it counts, and we take a look at and how quickly one negative team member can impact the entire group.

20. Practices of a High Performing Team, part 3 *(approved for credit through SHRM and HRCI)*

- We close this three part series here by sharing some simple steps to create a great team environment and we look at how the overall chemistry of a team comes together as we become intentional about all the other aspects of building a strong team.

21. Maintaining to Creating: The Abundance Shift *(approved for credit through SHRM and HRCI)*

- We all have busy schedules with more than we can get done in any given day. But if we’re not intentional about our focus, that busy-ness can keep us running in circles without having a chance to make the full impact we’re capable of making on the people who count on us the most!

22. Are You Writing in YOUR Margins? *(approved for credit through SHRM and HRCI)*

- In an early lesson, we looked at some simple steps we can take to prioritize the things we allow to have our time and in another we looked at how to organize our time for the best possible results. Here we look at why we can’t pack every minute of every day with *TO-DO* items...

23. So What DO You Think?, part 1 *(approved for credit through SHRM and HRCI)*

- Are you thinking about what you’re thinking about? While that sounds like a strange play on words, it’s an important question we each need to answer. In this first half of the two part lesson, we look at two critical things that should be part of everyone’s thought process: seeing the big picture and a clear focus!

24. So What DO You Think?, part 2 *(approved for credit through SHRM and HRCI)*

- To close this two part lesson, we look at how creative thinking can keep us moving forward and how realistic thinking can keep us from being blindsided by the unexpected.





25. 3 Keys to an Effective Leadership Transition *(approved for credit through SHRM and HRCI)*

- Whether it's moving into your first role with leadership responsibility or climbing higher on that corporate ladder, there will be hurdles along the way. This lesson covers the basics we need to keep in mind as we make each transition throughout our career.

26. The Heart of Leadership: Serving People *(approved for credit through SHRM and HRCI)*

- Too many people today chase leadership title and positions for the benefits they get themselves. In this lesson, we take a look at the core focus that's necessary for anyone who's truly interested in leading rather than simply barking orders to the people they're in charge of...

27. How Are You Getting Their Attention? *(approved for credit through SHRM and HRCI)*

- While we looked at the importance building a culture that keeps our best people onboard and actively engaged in a previous lesson, there will still be times when we need to recruit new team members. And if money is the only thing we're using to attract them, then that can also be what draws them away...

28. A Leadership LIE!!! *(approved for credit through SHRM and HRCI)*

- Building on lesson #27, this lesson digs into several action steps we can each take toward developing a reputation with our team as genuine servant leaders AND outlines the return we can expect to receive by investing the time & effort to do so.

29. Removing the *Mystery* from the *Ever-Mystical* Emotional Intelligence *(approved for credit through SHRM and HRCI)*

- "EQ is so critical to success that it accounts for 58% of performance in ALL types of jobs." Travis Bradberry, Emotional Intelligence 2.0. With Emotional Intelligence being such a hot topic in the business world today, wouldn't it be great if there was a practical way for developing this skill personally and in your organization? This lesson provides a simple process for doing just that!

30. The Indispensable Quality of Leadership: Vision *(approved for credit through SHRM and HRCI)*

- One of the most important things a leader can do for an organization is ensure that that entire team has a clear vision for where they're headed. This lesson provides insight on developing that vision, communicating it to the team, and redefining the vision over time.

31. Leadership From Our Founders: George Washington *(approved for credit through SHRM and HRCI)*

- Washington set precedence areas well beyond his role as the first President of the United States. His character and leadership has served as an example now for over 250 years! Wouldn't it be great to have more examples like this to follow today?

32. The Price Tag of Leadership: Self Discipline *(approved for credit through SHRM and HRCI)*

- Developing leadership doesn't happen overnight, and maintaining the self-discipline to take the necessary steps on an ongoing basis is critical to that development. This lesson covers several practical steps to becoming self-disciplined and shares some of the results you can expect to see when you do it!

33. So What *DO* You Think?, part 3 *(approved for credit through SHRM and HRCI)*

- Building on parts 1 & 2, we dig into how possibility thinking, reflective thinking, and bottom-line thinking can help us lead our teams effectively AND produce outstanding results!

34. The Expansion of Leadership: Growth *(approved for credit through SHRM)*

- The only way we can guarantee our growth and ongoing effectiveness as leaders is to become and stay very intentional about our own personal and professional growth! This never happens by accident, we all need to have a plan. This lesson covers the practical steps for developing one!





35. Dealing With Difficult People; You Know, the Crazy Ones (approved for credit through SHRM and HRCI)

- It's easy to misunderstand someone's communication style, especially when they're under a significant amount of stress, and write them off as being crazy...But when we learn to recognize different communications styles under stress, we can be extremely effective in dealing with them!

36. The Cost of Leadership: Perks to Price (approved for credit through SHRM and HRCI)

- Along with consistently growing and developing our leadership skills, we need to recognize and be willing to make shifts in our leadership to stay highly effective.

37. Different Name, Same Challenge (approved for credit through SHRM and HRCI)

- In every generation, there are times of uncertainty and crisis. Regardless of the specific details surrounding those times, fear can spiral out of control and increase the need for strong leadership!

38. Find YOUR Seed and Make It Grow (approved for credit through SHRM and HRCI)

- Once we begin to recognize and understand how to control our fears in times of uncertainty, we have a shot at identifying the seeds of opportunity within the adversity. But finding the seed is just a starting point... Then we need to do whatever it takes to make it grow!

39. A MAJOR Underlying Issue (approved for credit through SHRM and HRCI)

- At face value, we don't seem to have made a ton of progress as a society since the days of Dr. King, now more than 50 years ago... But there are several things in the mix today that makes this mess so much more volatile than even those times were!

40. What Mature Leaders Do (approved for credit through SHRM and HRCI)

- Our leadership journey is never stagnant. Each step along the way requires continuous improvement if we hope to continue leading the same team or we hope to earn more responsibility and influence over time. The lesson maps out the process for developing maturity in leadership as we progress through different stages of our careers.

41. A Cycle for Success in ANY Endeavor (approved for credit through SHRM and HRCI)

- In order to achieve lasting success in any chosen field, we will need to have certain things built into the foundation of who we are and what we do. As our leadership responsibilities increase, that foundation also includes the approach we take to building relationships with those on our team and the steps we take to developing the culture throughout our organization. This lesson provides participants with three specific areas that will need intention focus in order to lead effectively and sustain success over an extended period of time.

42. Bonus Lesson from Executive Leadership Elite Think Tank: A Leadership Culture for Navigating Change

- This lesson, which was originally put together and shared with our Executive Leadership Elite Think Tank group, challenges participants to look at what they're doing on a daily basis to build an organizational culture that focuses on taking advantage of new opportunities rather than spinning out of control each time it faces a tough situation. Participants completing this lesson will have a framework for setting the example for their entire team to follow and steps they can take when team members are only focused on the problem rather than how to move beyond it.





43. Accountability in Leadership: Rise with It, Fall without It *(approved for credit through SHRM and HRCI)*

- While many aspects of our culture seem to promote a lack of accountability, lasting success in any endeavor cannot be achieved without it. As we advance in our careers, accountability becomes even more important. As we move into a role with leadership responsibility, accountability becomes critical as our team members will be watching every move we make. This lesson provides participants with 10 ways accountability builds a stronger team and allows a leader to influence the overall culture in ways they never would otherwise.

44. Are Ethics a Thing of the Past? *(approved for credit through SHRM and HRCI)*

- We never have to look very far to see examples of bad behavior in corporate cultures. There's a significant need for constant attention on unwavering ethics and an intentional focus on diversity and inclusion as we build our teams. But why does it really matter? And is there really a practical approach to making this part of how we lead? This lesson addresses each of these issues and provides steps that can be applied immediately in building a world class team that can be held up as an example with results to back it up!

45. How Top Leaders Set the Tone for Recruitment & Retention *(approved for credit through SHRM and HRCI)*

- Regardless of what the economy is doing at any given time, some organizations always have a pipeline of the best candidates just waiting to come on board. More often than not, this is a result of those companies having a strong leadership culture that people want to be a part of. Not only does strong leadership attract great talent, it keeps that talent on the team and engaged! This lesson looks at why people join organizations, as well as why they leave, and provides key steps senior leaders can take to build this into all levels of their organization and have a direct impact on recruitment & retention.

46. Navigating Leadership Roadblocks: Critical Steps for an Effective Leadership Transition *(approved for credit through SHRM and HRCI)*

- With each step forward in our leadership journey, there's potential to be stopped in tracks as we run into various roadblocks to leading our teams effectively. As we gain more and more leadership responsibility, we tend to rely less on our technical skills, our ability to supervise a process, or our training on how to manage specific metrics. This is where developing and strengthening specific leadership skills can make a tremendous impact on the results of our team as well as the entire organization. In this lesson, we identify some of the most common roadblocks leaders encounter as they transition from one role to another and we provide practical action steps any leader can take to navigate these roadblocks.

47. Leadership Longevity: The Building Blocks of Resilience *(approved for credit through SHRM & HRCI)*

- *The greatest common denominator of leading through crisis is resilience. – Mark Cole* In this lesson you discover the power and significance of resilience, and the building blocks to becoming a more resilient leader. As leaders we are not called to only lead through crisis but to lead beyond. Recognizing crisis comes in many forms and can be something different for each individual, we discuss the need to remember people can be dealing with micro-crisis in their personal lives alongside organizational or other crisis we may be facing as a team. Participants will learn how leaders are called to lead not just through adversity but to lead beyond adversity, beyond crisis, and beyond daily challenges through applying the 5 Building Blocks of Resiliency shared in this lesson.





48. **How to Move from Busy to Effective** (approved for credit through SHRM & HRCI)

- Rare is the individual in a leadership role who has an abundance of spare time. An issue that compounds this lack of time for many leaders is a concern for the issues that may occur when tasks are handed off to other people, and taking the time to bring team members up to speed often takes more time than just pushing through the task ourselves. Providing the right training can present a separate set of challenges. This lesson addresses some of the most common issues leaders face in addressing this crucial need for team development, calls attention to several of the hurdles a leader will need to deal with in the process, and provides participants with practical action steps they can take to make a lasting change in their organization.

49. **How the Best Leaders Win (and it's not what you think!)** (approved for credit through SHRM & HRCI)

- John Maxwell has often said, "The biggest mistake is thinking you won't make any..." Leaders have to be willing to take risks, and even fail, in order to move forward. And the sooner we take risks, the sooner we will experience winning! In this session, participants will learn five ways to turn failure into success. As we work through these practices for effectively *failing forward*, the examples provided will surprise and inspire you but they will also provide you will steps you can take to turn potential losses into wins as you move forward in your leadership journey.

50. **The Easier Wrong or The Harder Right** (approved for credit through SHRM & HRCI)

- Few days pass where each of us aren't faced with tough decisions. In many cases, the most comfortable decision can be to simply turn a blind eye to the scenario and avoid what can often be an immediate confrontation – or at least a difficult conversation. In situations like this, choosing the ethical and moral path is almost always harder in the short term. These *harder right* decisions compound and have a powerful effective on the credibility we have with our team over time. This lesson provides case studies showing how an *easier wrong* may be more comfortable immediately but may bring unintended long term consequences. Participants will be provided with a framework for applying this lesson to their role on a daily basis.

51. **Creating an Amazing Customer Experience** (approved for credit through SHRM & HRCI)

- Regardless of the role we fill in our organization, we're responsible for serving a customer! While we can sometimes think of the customer as the person buying our product or service, our customers may be the teams we're leading or the employees throughout our organization. This lesson takes a deep look into the importance of creating an amazing experience for each customer we serve and building a culture of exceeding expectations. Participants will be provided with an understanding of how this can impact their company's profitability and productivity and learn practical tools for handling difficult conversations.

52. **The Core to a Leader's Success - Commitment** (approved for credit through SHRM & HRCI)

- In this lesson, leaders are challenged to confidentially identify their commitment level as a leader. Leading a team is difficult. Developing the influence necessary to be effective in a leadership role will require significant commitment. Join us as we take a journey through *4 Steps to Commitment* enabling participants to identify areas they can improve their commitment level and build greater influence with others in the process.





53. The Power of a Candid Conversation *(approved for credit through SHRM & HRCI)*

- One issue nearly every leader faces at some point in their career is in having a candid conversation with a team member who isn't delivering the level of performance that's expected. In many cases, issues are overlooked or ignored with hopes that the issue will get resolved without having to be addressed. This lesson will provide participants with an understanding of the importance of having candid conversations and tools for initiating those conversations without them turning into confrontations!

54. Building Buy-In Around A Clear Mission & Vision *(approved for credit through SHRM & HRCI)*

- *Bonus Lesson from Executive Leadership Elite Think Tank* – It's never all that difficult to find an organization's mission statement, but that doesn't mean the people within that organization have bought in or have an idea how what they do on a daily basis ties back to that statement. This lesson analyzes examples of mission statements and challenges leaders to think into how they could apply those statements if they worked in those organizations. This lesson also shares principles participants can consider what developing and communicating their own company's mission and vision to the teams they lead and provides them with tools they can apply to ensure their mission and vision do more than just fill space in a nice frame on their lobby wall.

55. Control What You Can Control *(approved for credit through SHRM & HRCI)*

- In good times and bad, through a great economy or a recession, there can be any number of things in the world around us that seem to be spinning out of our control. This lesson is tailored to help leaders recognize what they have complete control over on a daily basis in order to maintain a secure atmosphere for the teams they're responsible for. Participants will learn practical steps they can apply to create a stable and flourishing environment for themselves, their families, and the teams they lead.

56. The Power of Making Servant Leadership Part of the Organizational Culture *(approved for credit through SHRM & HRCI)*

- This bonus lesson that was originally delivered for our *Executive Leadership Elite Think Tank* group provides you with tools to begin building the *servant leadership* thought process into the fabric of your entire organization. Building on the lessons in this program, *The Heart of Leadership: Serving People* and *A Leadership LIE*, this lesson covers tools for not only building your own reputation as a servant leader within your organization but developing servant leadership at each level of the team you're responsible for so this becoming ingrained the organizational culture!

57. The Strength of Your Organization: Finding & Retaining the Best People *(approved for credit through SHRM & HRCI)*

- This lesson provides the traits every leader should look for in *Finding, Building, and Retaining the Best People in Your Organization*. These powerful attributes of the best leaders will give participants identifiers that will easily come to mind and be applicable in recognizing these key traits in the individuals currently on their teams as well as with each new person they come in contact with.





58. The Compounding Effect of Consistency *(approved for credit through SHRM & HRCI)*

- Whether you're responsible for the implementation of a new initiative, working to achieve your next personal or professional goal, or building trust and influence with the team you lead, there's tremendous value to be gained from consistency. Many new ideas become known as the flavor of the month after the initial wave of effort fades and those responsible revert to business as usual. New leaders can be seen as a flash in the pan when they don't maintain the same level of performance that helped them gain attention to begin with. This lesson provides participants with key steps they can apply to ensure they harness the compounding effect of consistency in each area their leadership responsibility.

59. What the Best Leaders Do to Consistently Up-Level Their Leadership *(approved for credit through SHRM & HRCI)*

- In an ever-changing world, the demands of leadership are constantly evolving. Leaders must do the hard work of building themselves and building the team around them. To accomplish this leaders also have to be willing and able to positively influence the people they lead. Participants in this lesson gain clarity on the 3 main areas the best leaders consistently build themselves in to lead at the highest level and produce leaders with a desire for doing the same.

60. The Path is as Important as the Destination *(approved for credit through SHRM & HRCI)*

- As our to-do lists and responsibilities grow in a leadership role, the pressure to push forward and achieve results regardless of the price we pay personally can become overwhelming. If we hope to be effective over the long haul and sustain a high level of performance without burning out, we need to place just as much focus on finding fulfillment in each step of the path we're on rather than hoping for it when we finally reach any given destination. This lesson covers key steps a leader can take to enjoy the path their on as they work to reach their destination.

61. The Infinite Game We Should All Be In: Growth & Transformation *(approved for credit through SHRM & HRCI)*

- While consistent growth is necessary for a leader to stay relevant it does not guarantee transformational leadership. To move from a growing, trained leader to a transformational leader apply the 6 Growth Practices & 5 Essentials for Transformational Leadership found in this lesson. Regardless of our current leadership role or responsibility, we should always be looking for opportunities to develop leaders around us in order to develop a stronger team and drive continuous improvement within our organization. Participants will learn key steps for creating a culture of ongoing leadership development, for themselves and the team they lead.

62. The Tangible Impact of Leadership Development *(approved for credit through SHRM & HRCI)*

- Why is leadership development important? How can you really define leadership development? And why does leadership development fail? This lesson provides very specific answers to each of those frequently asked questions and details a process participants can take to ensure they're providing the appropriate type of leadership development for the leaders on their teams. Participants will also learn a step by step approach for ensuring their organization sees a tangible return on investment from the leadership development process they invest in.





63. The Strength of Your Organization: Finding, Building & Retaining the Best Leaders *(approved for credit through SHRM & HRCI)*

- *Bonus Lesson from Executive Leadership Elite Think Tank* – This lesson provides the traits every executive and owner should look for and be developing as they work to *Find, Build, and Retain the Best Leaders in Their Organization*. This lesson builds on a previous lesson in this **Leading At The Next Level** program but can also stand alone in providing powerful attributes shared by the best leaders and it will give participants specific steps they can apply as they build a culture that attracts great people to the organization.

64. Earning Leadership Through Problem Solving *(approved for credit through SHRM & HRCI)*

- Leaders consistently look for and find opportunities to develop themselves. In addition, they look for ways to earn leadership in new areas while solidifying their leadership in the areas they've already earned it since their success as a leader is not based on what they did previously but on what they're doing now and moving forward. And leaders recognize that one of the most effective ways to earn more influence is through problem solving. This lesson walks participants through how problems introduce us to ourselves, how problems introduce us to others, and how problems introduce us to opportunities for developing stronger influence as a leader.

65. The Importance of Employee Retention *(approved for credit through SHRM & HRCI)*

- Employee retention impacts all aspects of an organization. It's easy for a supervisor or manager to place all responsibility for staffing issues squarely on the human resource department. This can be a huge mistake. Each person within the company with any amount of leadership responsibility has a direct impact on employee retention. As a result, they also impact employee engagement and the overall recruiting process for the entire organization. This lesson provides participants with steps they can apply immediately in order to strengthen employee retention for the team they lead AND see higher profitability as a result.

66. How Leaders Improve Results by Balancing Candor with Care *(approved for credit through SHRM & HRCI)*

- When leaders balance their conversations with both candor and care, results improve dramatically throughout their organizations. This lesson covers eleven questions leaders should be asking themselves to ensure their conversations are candid yet showing they care about the individual; and caring yet candid enough that they are truly helping their people.

67. How Effective Communication Skills Produce Measurable Results *(approved for credit through SHRM & HRCI)*

- Effective communication plays a critical role in developing a cohesive team and a productive organization. Unfortunately, the "soft skills" necessary for communicating effectively are nearly always viewed as intangible and are rarely developed within our teams because of this. When we do the work to ensure effective communication skills actually do produce measurable results, we can change the dynamic across an entire culture. This lesson covers tangible reasons for investing in effective communication skills and provides participants with steps they can follow to start this process.





68. An Emotionally Intelligent Approach to Improving Your Culture & Bottom Line (*approved for credit through SHRM & is under review for credit through HRCI*)

- In *Emotional Intelligence 2.0*, Travis Bradberry states that “emotional intelligence accounts for 58% of performance in ALL types of jobs.” While emotional intelligence has tremendous value in developing a strong culture, it can be tough to understand and even tougher to develop. But what if there was a simple framework for understanding each of the four components of emotional intelligence that provided you with tangible action steps you could take immediately to effectively develop each one? This lesson covers practical steps participants can take right away to increase their own emotional intelligence and help the team around them increase their own at the same time.

69. Coming soon...



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