



# San Antonio Lighthouse for the Blind

## *Professional Development Program (Floor Leadership)*

The essence of High Performance People Centric Leadership is shared ownership. Employees feel like partners in the business and assume responsibility for its success. These organizations are highly participative. Their members have extensive decision-making and problem-solving responsibilities. Such an organization is founded on a unique and strong culture derived from a clear set of values expressed and reinforced by its leaders. Those values provide focus on what is important while allowing flexibility and innovation. The processes, systems and structure of the organization are designed to be in alignment or harmony with the values of the organization. The high performance organization adopts a long-term point of view. The development of people is seen as a primary management task. Trust and cooperation exist among organization members. People don't blame or attack others because doing so is not in their own best interest.

- ❖ All Workshops are 2 hours in length.
- ❖ All workshops include discussion, interactive role playing and accountability factors
- ❖ Workshops are spaced 2 weeks apart.
- ❖ Maximum of 20 participants per workshop.

## Overview of Workshops

### **Session 1** **Building Trust in an Organization**

Objectives:

- Experience the consequences of win-lose and win-win strategies
- Learn how to achieve win-win relationships
- Identify the biggest organizational trust issues

### **Sessions 2** **Leadership Essentials Part I**

Objectives:

- Gain a basic understanding of the role of a leader
- Understand the legal responsibilities of a leader
- Identify the competencies necessary for success when in a leadership position

### **Sessions 3** **Leadership Essentials Part II**

Objectives:

- Learn how vision and direction are essential in leadership
- Understand what motivates employees
- Write an action plan to follow in leadership development

### **Session 4** **Practices of Engaging Leaders**

Objectives:

- Learn why empowering leaders build and sustain trust in their team
- Understand why leaders must act from positive beliefs about people and situations
- Gain an understanding why leaders need a driving passion to realize their leadership vision

**Session 5** **Face to Face Communication Skills**

Objectives:

- Learn about people's perceptions and viewpoints and how they differ
- Define "one-way" and "two-way" communication
- Learn to understand and improve your skill in listening

**Session 6** **Setting Performance Expectations**

Objectives:

- Learn to confront behavior that fails to meet expectations
- Understand the importance of discipline and conformity in an organization
- Practice harnessing harmful behaviors

**Session 7** **Dealing with Conflict**

Objectives:

- Learn about unhealthy conflict and how to keep from crossing into it
- Understand the five different conflict management styles
- Practice a Three-step Model for resolving conflicts

**Session 8** **Leading Through Change**

Objectives:

- Gain an understanding of the importance and benefits of effective change management
- Understand how resistance to change can create stress and lower productivity
- Learn the dynamics of the change process

**Session 9** **Fundamentals High Performing Teams**

Objectives:

- Understand the four types of teams
- Learn the stages of team development
- Discover the three elements of High Performance Teams

**Session 10** **Interpersonal Dynamics in Teams**

Objectives:

- Understand what "Group Dynamics" really is
- Learn the concept of "Shared Leadership"
- Identify how a team can improve its group process

**Session 11** **Making Decisions as a Team**

Objectives:

- Learn about methods of group decision making
- Practice using a group decision-making model
- Discuss shifting to ideal team decision-making responsibilities

**Session 12** **Problem Solving Essentials**

Objectives:

- Understand the challenges of group problem solving
- Learn how to utilize "creative brainstorming"
- Develop skills in the use of cause and effect diagrams to analyze problems