



Preparing people to lead extraordinary lives

“Excellence in Leadership” program

The Training and Development department is conducting a six module “Excellence in Leadership” program that will enhance the critical skills that managers need to get results through others.

Each of the six programs is one full day, 9:00 a.m. until 4:00 p.m. and will be conducted in the Seminar Room, Piper Hall, at the Lake Shore campus. A brief course description for each of the programs is provided below:

Critical Leadership and Supervision Skills

March 8, 2007

This program is designed for those that are new to a leadership role or have experience as a leader but have not received training on the skills needed to lead others. Participants will complete a self-assessment of their skill level that will be used during the program. Topics covered in the program include:

- Motivation and coaching
- Handling difficult employees
- Managing multiple priorities
- Managing performance (non-performers, giving evaluations)

Coaching and Counseling Skills

March 22, 2007

In this exercise-based program, participants will learn how to get results through others and build mutual trust throughout the team. A “Five Step Management through Coaching System” will be learned using practical, case-study scenarios. Topics covered in the program include:

- What motivates employees to succeed
- 10 keys to effective coaching
- 10 steps to effective face-to-face meetings
- Six approaches to resolving people problems

How to Handle Difficult People

April 2, 2007

The program focuses on building communication, self-awareness, and self-control skills that are effective in preventing, predicting and resolving conflict. Participants will complete a self-profile that helps them identify the traits and tendencies of themselves and others. Ten “classic” types of difficult people are identified, along with effective coping strategies for dealing with them in a positive manner. Topics include:

- Predicting for and preparing for difficult encounters
- Three ways to bring out the best in people
- Three step method to resolve conflict

How to Manage Projects and Priorities Effectively April 19, 2007

This one-day program examines productivity and personal work habits. Participants will learn how to integrate priority management and project management into a single self – management system. Topics include:

- Strategies for dealing with paper flow
- How to avoid interruptions and time wasters
- Tools to help organize and prioritize

Assertiveness Skills April 26, 2007

Participants will learn practical communication skills to take charge without being pushy. The entire program is interactive with participants engaging in skill practice, assessments and group activities throughout the day. Topics include:

- Identifying your assertiveness quotient
- Styles of interpersonal effectiveness
- Formulas for dealing with angry people

Team Management May 10, 2007

This program teaches the skills needed to be a team player, thinking like a unit and meeting the expectations of others. Participants will learn how to make teams work and how to make the teams they are on now more effective. Topics include:

- The evolution of teams
- Three R's to effective team involvement
- Team/Group decision-making skills

Upon completion of the six modules, participants will receive an “Excellence in Leadership” certificate. There is no cost to the participant/department for attending the program. *Ideally, individuals will attend all six modules* however, they also have the option to attend the program(s) that has the greatest value for them.

David Roby, a Rockhurst University instructor, will facilitate the programs. Mr. Roby has the advantage of having previously taught programs at Loyola and having worked as an instructor in a university setting.

You may enroll in the program by sending an email to enrollment-hr-training@luc.edu. Please include your name, title, department and telephone extension. If you are not attending all six sessions to obtain the certificate you should indicate the programs that you plan to attend.

If you have questions regarding the “Excellence in Leadership” program please contact me at x83145.