



Syllabus: On the Front Lines: Leadership Academy 2021- PHA

Course Description:

Leaders at the front lines have one of the most challenging positions within an organization. This academy provides insight into your behavioral tendencies and human interactions, enabling you to have a deeper understanding of yourself and how to lead others. The distinguishing characteristic of this program is the structure. To achieve the deepest levels of learning, we combine assessment tools and individual coaching in a self-directed learning program. This structure not only makes learning interesting and fun, but it fosters real world application.

General Objectives:

1. Determine how your DISC behavioral tendencies and motivators impact your actions
2. Incorporate DISC behavioral tendencies into leadership and team building.
3. Capitalize on your DISC profile during communication
4. Identify how you uniquely lead through change, conflict, and accountability
5. Design your personal leadership strategic plan
6. Develop effective leadership skills for remote leadership

Highlights of the academy:

1. Talent insight assessment for each participant
2. Toolbox of leadership skills you can apply right away
3. Three coaching sessions
 - The sessions help the participant understand their unique leadership style and develop their personalized leadership plan
4. Six session focus
 - Human engagement – understand your unique style and motivators
 - How we lead - understanding your leadership style
 - Remote leadership strategies
 - Leading complex change through accountability
 - Conflict and complaint resolution
 - Building your personal leadership strategy



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Structure:

The academy runs over a 6-month time frame beginning when you sign up

Pre-recorded online sessions

- Six in-depth learning modules including video content and workbook

Coaching Program

- Three individual coaching sessions (30 minutes each)

Program Content and Engagement

- Talent insight assessment for each attendee
- Personal strategic leadership plan
- Community page for networking and course discussion with other participants
- Resources for additional readings and insights

Module Objectives:

1: Human Engagement

- Discuss how DISC behavioral styles influences communication
- Demonstrate the ability to modify communication based on an individual's behavioral style
- Articulate key motivators (driving forces) and how they influence our communication

2: How we Lead

- Understand the role of adaptive DISC styles in the work environment
- Demonstrate ways in which each style uniquely leads
- Integrate DISC and Driving Forces into leadership

3: Leading in a Remote World

- Discuss employee expectations in a remote environment
- Develop strategies to keep employees engaged in a remote environment



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- Understand methods of demonstrating employee appreciation while working remotely
- Connect behavioral styles to remote leadership

4: Leading through Complex Change

- Articulate five key change strategies
- Integrate the process of change into leading others
- Incorporate communication and motivational strategies into change leadership

5: Conflict Resolution and Complaint Management

- Recognize the types, sources, and effects of conflict
- Articulate different approaches to conflict resolution by behavioral styles
- Discuss different methods to approach conflict resolution
- Articulate the impact of complaints
- Integrate the steps of complaint management
- Discuss strategies of interaction with complaining customers

6: Developing your strategic leadership plan

- Articulate why the strategic planning model is useful for leadership development
- Describe the process of strategic plan
- Develop a strategic plan for your leadership development