



WORKFORCE DEVELOPMENT INNOVATION CENTER

INTRODUCTION & EXECUTIVE SUMMARY

The Workforce Development Innovation Center (WDIC) of Central Ohio Technical College (COTC), in partnership with Phoenix Consulting Company, LLC (facilitator Toni Bell) would very much value the opportunity to partner with you to provide a series of half-day training courses titled "Developing Tomorrow's Leaders Today."

The purpose of the series is to provide training to assist recently promoted supervisors and managers – or those with recognized potential; your emerging leaders - in their transition from the 'front-line' to 'leadership.'

Central Ohio Technical College and Phoenix Consulting Company's vast experience in leadership and supervision training for corporate professionals and leading manufacturing companies in the region means that we understand the local workforce as well as best practices and expectations in the industry's leadership and management.

These added features mean a more effective training program, resulting in a more productive workforce for you, plus this programming **can** be customized to best fit and represent your culture and brand.

TECHNICAL APPROACH TO TRAINING & LEARNING

The recommended stackable course approach is designed for the courses to be taken in succession and to address skills gaps that occur with rapid promotion and dynamic organizational change, as well as for maximum impact in preparing emerging leaders for success and potential advancement. The sessions are interactive, half-day sessions (4 hours each), each commencing with an overview of the course objectives and a summary of how the session fits in with the other courses in the series, as well as a direct-approach to the relevancy of and correlation to the information as applied within your organizational culture.

Participants will learn the technical terminology and methodology employed by the topic, often including role-play and/or team exercises to enrich the participants' learning experience, enabling them to recall and apply the material long after the session has ended.

To follow is a listing of course titles, presented in the order we recommend they be taken, as participants will receive the maximum benefit if taken in sequence and as a cohort. [Please note: Session 1.8 is a course offered to provide additional customization and flexibility to your current Performance

Registration open now
for the academy being
offered: Oct. 17, 31 &
Nov. 2, 7, 9, 14, 16

Open enrollment for just
\$160 per person per date.
Also available for
team development or as
customized training.

Management system. We will work in advance with HR for a purely symbiotic, yet customized program.

- 1.1 Temperament Basics**
- 1.2 Leadership Basics**
- 1.3 Interpersonal Communication**
- 1.4 Generational Differences**
- 1.5 Coaching for Success**
- 1.6 Conflict Resolution**
- 1.7 LEAN Basics**
- 1.8* Performance Management**

*Add-on as a private session.

***NOTE: We also offer and encourage an introductory Management Intensive session which includes a one-half-day sampling of the 8 modules delivered in advance, specifically to and for the top tier management team.*

For more information, contact:

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COURSE OVERVIEW

Temperament Basics (1.1) is the flagship course of this series. Supervisors and managers will begin with a look at their own behavioral and communication styles to discover their temperament. Using Temperament Basics, they will learn to assess the observable behaviors of others to more effectively communicate with them. We will discover, through experiential activities, how the individual temperaments among the group affect the dynamics within the team.

Leadership Basics (1.2) reveals how today's dynamic and increasingly more competitive global workplace means that leaders must also be dynamic in their abilities to lead, inspire and engage others. From suppliers to employees and customers, being the right leader at the right time in the right situation means the difference between retention and attrition, and it has a direct impact on production. This session will provide participants an opportunity to: Learn characteristics of four common leadership styles used in the industry today (Transformational Leadership, Servant Leadership, Charismatic Leadership, and Authoritative Leadership), and then identify the behaviors, strengths, and impact of each.

Interpersonal Communication (1.3) relates to one-to-one, small and large group dynamics, providing participants with engagement opportunities for peer-to-peer, supervisor-to-employee, and executive-to-management interactions. An emphasis on listening styles will provide additional connectivity of this session back to the first session, and then build as the participants learn to apply their preferred leadership style and temperament to their communication style.

Generational Differences (1.4) explores what every manager, supervisor and employee needs to know about generational differences in today's workplace, where there are currently up to four generations (Boomers, Gen X, Gen Y/Millennials, and Generation Z) with

four distinct work styles. Participants will address statistically important factors that impact the outlook of each generation, as well as what each generation has in common ('wille zum leben'... the will to live), and how common assets will help leaders engage the positive attributes of a workforce whose diversity includes age.

Coaching for Success (1.5) addresses the criticality of effective coaching to progress, production and to keeping an organization healthy. We will engage in the process for coaching an employee in a number of situations, ranging from increasing motivation, teaching new skills, boosting productivity, increasing promotion-ability, and overcoming poor performance; to guiding an employee who may have been promoted prematurely, addressing possible mismatch of skills to position, keeping a solid performance employee engaged, offering life-management support, retaining employees, reducing turnover and boosting morale and enhancing job satisfaction.

Conflict Resolution (1.6) carefully details conflict as a natural aspect of human interaction which stems from unmet needs and factors such as clear instruction, inclusion, stressors, pace, changes in morale, uncertainty, etc. A leader's ability to effectively address conflict can galvanize a team. Well-managed conflict that resolves a situation while leaving each person's dignity in tact positively impacts employee retention. People want to perform better for leaders who have the talent and skill to drive results by inspiring each person to be and perform his or her best. People often give their very best when they know they will be maintained as professionals even when circumstances are at their worst. This session will address key strategies supervisors can use when conflict arises.

LEAN Basics (1.7) provides an overview of LEAN and Six Sigma processes, principles, and commonly used tools to improve the efficiency and effectiveness of the business. Participants will engage in activities to teach and value: Process Mapping, DMAIC, SIPOC, Poka Yoke, 5S+ Safety, Data Collection & Analysis, Value Stream Mapping and Kaizen Events.

****Performance Management (1.8)** is designed to support the organization's existing performance appraisal system. It covers the fundamentals of performance management including: Timely check-in; How to set and manage individualized SMART Goals; Setting and managing team goals; Reviewing production reports in one-on-one and group settings; Encouraging and responding to employee feedback; and Getting out of your own way. (**Note: This is an add-on session customized for each business. Prior to presenting Session 1.8, we will request an opportunity to engage your HR department for advanced customization of and support of the organization's existing performance appraisal system.)

We look forward to offering "Developing Tomorrow's Leaders Today." These cost-effective training opportunities can be offered at the business site, at any of the four COTC campuses or at another chosen location. While each session can be scheduled independently, we recommend scheduling the series as a bundled package of seven courses offered in sequence.

It is the commitment and charge of the Workforce Development Innovation Center at COTC to improve the skills of the workforce and grow economic development in Ohio; providing a competitive edge and furthering the mission of COTC "to meet the technical education and training needs of students and employers in the area."

Thank you in advance for the opportunity, and we look forward to further discussing how we can provide the solutions to your workforce needs and challenges.

(Consider a half-day management intensive for your senior team for just \$1,360; and experience a sampling of every session.)



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