



## 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) values the opportunity to partner with you to provide a fully customizable series of half-day training courses titled "Developing Tomorrow's Leaders Today: 2.0 for the Experienced Manager/Supervisor."

The purpose of the series is to provide training & support to more experienced supervisors and managers - or those with recognized potential; your emerging leaders who may be in consideration for or transition to advancement.

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 experienced & 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.

February 21, 28 & March 7, 14, 21  
8:00 a.m. – 12:00 p.m.

Newark Campus of COTC/OSU  
1219 University Dr., Newark, OH

**REGISTRATION DEADLINE: February 15**

For more information, contact:

**Vicki Maple, M.Ed.**

**WDIC Director**

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To follow is a listing of course titles, presented in the order we recommend they be taken.

Although you may wish to schedule courses out of sequence in a privately scheduled training, participants will receive the maximum benefit if taken in sequence and as a cohort.

- 2.0 Temperament Targets
- 2.1 Leadership Fundamentals in Action
- 2.2 Change Management
- 2.3 Conflict Resolutions
- 2.4 Coaching for Improvement

**\*\*\*Note:** We also offer and encourage an introductory Senior/Executive Intensive session which includes a one-half-day sampling of the 5 modules delivered in advance, specifically to and for the top tier executive leadership team.



**Strategic Solutions  
for Workforce Performance**

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## COURSE OVERVIEW

[FEB. 21] **Temperament Targets (2.0)** serves as the intermediate version of the flagship course first introduced in the Leadership series. We will learn about Primary and Secondary Temperaments stemming from the identified Dolphin, Beaver, Fox and Owl Temperament representatives. Participants often become curious to know whether a person could be a combination of two Temperaments: Dolphin + Beaver = Deaver, Fox + Owl = Fowl, etc. We will engage in discussion and role play; experience how one's Dominant and Secondary Temperaments influence thinking, define behavior, and drive outcomes; then diving more deeply into the Temperament Targets, using the disconnection between core needs and observable behaviors to remain focused on what's most important in the role between Leadership and the Front Line: Connection. We will also examine the sense of connection, or lack thereof.

[FEB. 28] **Leadership Fundamentals in Action (2.1)** is a sequel to the learned theories of popular yet relevant leadership styles. This session takes the fundamentals of leadership and places them into application. Participants will assess their leadership style using the Ohio State Study and Transformational Leadership Assessment. They will combine their results with Primary and Secondary Temperaments, applying them to problem-solving with real case scenarios that will be co-developed by leadership team members.

[MAR. 7] **Change Management (2.2)** challenges participants to explore the process of change. We will explore the best ways to introduce and manage change relevant to different Temperaments, and then practice strategies that support adaptation to change. In addition to learning Lewin's Change Theory, this session will combine participants' organizational mission, vision, and strategic plan with the realities of change that come along with it; in turn, resolving case scenarios that will be co-developed by leadership team members. We will also experience the ever-popular, *Who Moved My Cheese?*, with a copy of the book provided to each member of the cohort.

[MAR. 14] **Conflict Resolution (2.3)** focuses on the fundamentals of Crucial Conversations. Each Temperament responds to conflict differently. Participants will assess their approach to conflict at different stages of conflict; work through the process of conflict management; and engage in dialogue surrounding (a) Workplace Bullying, and (b) Managing Shame & Blame.

[MAR. 21] **Coaching for Improvement (2.4)** builds upon Coaching for Success, with a focus on coaching that is provided at more advancing stages of the disciplinary process. This step requires clear communication, adequate documentation, and a realistic action plan. Participants will continue to engage in role play, practicing the Interactive Process they will experience when the stakes are higher.

This series is scheduled for February 21, 28 & March 7, 14, 21, from 8:00 a.m. until 12:00 p.m., on the Newark Campus of COTC/OSU, 1219 University Dr., Newark, OH.

**REGISTRATION DEADLINE: February 15**  
Register and pay online at [cotc.edu/wdic](http://cotc.edu/wdic)

We look forward to offering **Developing Tomorrow's Leaders Today 2.0 for the Experienced Manager/Supervisor** on the dates listed. This is an investment of just \$975 per participant, or a corporate rate of \$895 per participant when registering 3 or more from your organization. The investment includes the program delivered by a platinum level instructor, plus all training materials, refreshments, and certificates of completion.

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.

**[PLEASE NOTE:** If privately scheduled as an in-house, customized training, the series can be offered at your business site or at any of the four COTC campuses. We recommend scheduling the customized series as a bundled package of five courses offered in sequence for \$9,700; though, each session can be scheduled independently at \$2,250 for up to 15 participants (includes all support materials). \*\*Add \$1,975 to include the half-day Senior/Executive Intensive.]



**WORKFORCE DEVELOPMENT  
INNOVATION CENTER**

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."

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