



Communication

4 Hours

English | Spanish

Leadership

Team Member

Leadership Course

Do more and be more. Leaders hear this within their organization; however, are not given tools to make this happen. The foundational tool is a set of strong interpersonal skills giving leaders the ability to inspire action in others. Leaders who possess these tools, can better accomplish goals by mobilizing and engaging organizational talent. In this course, leaders the best practices in how to establish rapport, build trust, include others, foster accountability, and motivate talent. They also learn the fundamentals of providing feedback and documenting conversations to ensure tasks are successfully completed.

This course will enable leaders to . . .

- Connect effectively and inspire action in others.
- Be more supportive and approachable by demonstrate empathy.
- Provide ongoing and effective feedback for team members so that they can be successful.
- See their role as a developer of talent versus a “commander and controller.”
- Inspire team members to be more result oriented because they feel valued and appreciated.

Team Member Course

Technical skills have been viewed as being more valuable than good people skills. By overly emphasizing technical skill success, organizations fail to fully optimize the role teamwork and interpersonal skills plays. Without effective interpersonal skills to transform an individual contributor from a good to exceptional performer, organizations are doing themselves a disservice. This course provides individual contributors with skills to communicate more effectively with peers, customers, and leaders while building rapport, strengthening relationships, and achieving results through collaboration across all levels of the organization.

This course will enable team members to . . .

- Communicate in clear and effective ways with peers, customers, and senior leaders.
- Create more trust and cooperation amongst team members and colleagues.
- Provide more satisfaction to internal and external because of their treatment.
- Build stronger business relationships with others.
- Provide and be receptive to more frequent feedback.