



Brio Leadership Curriculum of Professional Development Workshops

Brio Leadership offers many soft-skills workshops for professional audiences. Our workshops are not a lecture, but an interactive experience that exposes participants to skills sorely needed in today's workplace. Ideal for CEU, CPE or CLE units, these classes can be facilitated as a 75-minute lunch-and-learn, a 2-hour workshop, or can be combined to produce half- or full-day seminars.

Here are some comments from our training workshops:

"I got so much out of today's session! In fact, I passed your 'Conflict Conversation Structure' along to a peer in another firm who is struggling with her boss. I wish I had learned what you presented 40 years ago." – LH, professional services firm

"I really appreciated how interactive the workshop was. It wasn't boring." - TS, professional services firm

"Can I get your slides? I'd like to show them to my husband! I'm taking home the participant manual to show him." – RF, professional services firm

Brio Leadership can present the following powerful, skills-enhancing workshops at your firm:

Understanding Ourselves: The Foundation of Effective Leadership

- Introduction to Myers-Briggs Type Indicator
- Opening exercise: Handedness
- The Four dichotomies and what each tells us about ourselves
- Distribution of Myers-Briggs Type Indicator results
- Communication styles of the four functional pairs
- The Living Type Table exercise
- Leadership Styles and the MBTI – exercise
- Introduction to StrengthsFinder
- Why it's so important to work in our strengths, not on our weaknesses
- Examination of your top 5 strengths
- Where the team's strengths live in the four quadrants
- Estimating the types/strengths of your team members
- Action Planning and wrap-up

Leadership Basics: What Every Leader Needs to Know

- Transitioning from “me” to “we” attitudes
- Servant Leadership
- Assume positive intent
 - Exercise
- You as the role model for the team
- Discovering your values
 - Exercise
- Uncovering your strengths and talents
 - Exercise
- Brainstorming your life goals
- Create your own purpose statement
 - Exercise and small group discussion
- Mapping your values, purpose and goals to the company’s statements
 - Small group discussion

Emotional Intelligence: The Key to Leadership Success

- Pre-workshop: TalentSmart’s EQ assessment
- Opening exercise: Good boss, bad boss
- The business case for Emotional Intelligence or EQ
- The four quadrants of EQ
 - Self awareness
 - Self management
 - Social awareness
 - Relationship management
- Short Break
- Debrief of individual EQ results
- Self awareness strategies and exercise
- Self management strategies and exercise
- Emotional intelligence is the key to great customer service
 - How the brain of a customer works
 - Empathy exercise
- How to use EQ in a customer service setting
- Action Planning and wrap-up

Effective Communication Skills

- Pre-workshop: Myers-Briggs Type Indicator assessment
- The business case for effective communications
- Every person has different communication styles
 - Understanding your own style

- How to work with other styles
- Communication flow
- Ladder of inference and how to avoid it for best communication
- Using neutral language:
 - 'I' and "We" statements instead of "You" statements
 - Use of passive voice in volatile situations
- Communication techniques:
 - Active listening
 - Paraphrasing
 - Voice inflection & body language
 - Noticing how it lands
- Exercise and role play

Conflict Management Skills

- The business case for handling conflict well
- Why conflict is healthy for an organization
- Determining your preferred conflict style
 - Exercise
- How to work with all conflict styles
- The formula for talking handling conflicts
 - Exercise & role play

Customer Service Skills

- The business case for serving customers with excellence
- Why customers aren't always right, but they are always the customer
- Emotional intelligence is the key to great customer service
 - How the brain of a customer works
- How to amp up your listening skills
 - Exercise
- How and when to use empathy, apologies and headlining
 - Exercise
- How to convey a professional image, both in person and on the phone
- Do's and Don'ts to avoid angering a customer
- The art of handling an angry customer – steps to take, steps to avoid
 - Exercise & role play

Delegation Skills

- The business case for delegating well
- Categorizing your team so you can delegate best
 - Exercise
- Delegation challenges – why it is so hard to do
- Delegation Assessment
 - Exercise

- 6 steps to delegate effectively
 - Exercise using the 6 steps

Time Management Skills

- The business case for improving your time management skills
- Assessment of top 15 time wasters
- The tyranny of the urgent & how to make time for the important
 - Time management group exercise
- Why you must schedule time to think and how to do it
- The 3-box method to categorize competing requests for your time
 - Exercise
- How to get your boss to help you prioritize your tasks
- How to manage your to-do list using the 4 D's
 - Exercise

Coaching and Feedback Skills

- The business case for coaching employees
- The power of positive feedback
- The nature and best rhythm of coaching and feedback
- The ladder of inference and how to be aware of climbing it
 - Exercise
- The 8 skills of effective coaching
 - Exercise: Coaching a poor performer
- Performance reviews
- How to provide recognition & feedback.

Creating a Positive Team Culture

- The business case for building a positive culture
- The importance of M/V/V: Mission, vision and values
- Mapping personal values and goals to the company's M/V/V
 - Exercise
- The values matrix: Defining metrics that measure value-based behavior
- How to keep people accountable to the values
- The importance of processes that uphold company values
- How to reward value-based behavior
 - Exercise and group discussion
- Team-building events
- Daily Huddle
- Posting performance metrics

Women's Leadership Skills

- The business case for developing stronger leadership skills
- Leadership presence for a woman – it's different than men's
- The 4 leadership traps that women get caught in and how to avoid them
 - Exercise
- How to wield power in a man's world
- Communication skills that build your credibility
 - Individual exercise and small group discussion
- Systemic changes to advocate for in your organization