

# LEADERSHIP 4

## #13 Strategic Tools & Decision Making:

- Mastering the art & skill of strategic planning.
- Deep and creative use of the SWOT tool.
- View & discuss video: *The Goal*.
- Building the toolkit of the strategic decision maker.

## #14 Harassment: what every supervisor & manager must practice in today's workplace:

- It is about Respect.
- It is not that complicated.
- Harassment video, *Harassment is...!*

## #15 Stress & Anxiety and the effective workplace:

- It's real and it's present, so how do you deal with it?
- Making "Wellness Thinking" a part of your approach, even without an organizational wellness program.
- Like conflict, stress and anxiety have a very positive side.

## #16 Financial Smarts for Non-Financial Supervisors:

- Numbers, numbers - everywhere.
- Simple benchmarking.
- Every trick you ever wanted to know about budgeting – and more!
- Clues that others are misusing numbers to support their thinking.

## COSTS:

(Includes printed detailed workbook for each workshop and all trademarked assessment instruments.) 100% money back guarantee.

- Individual workshops: \$140
- Leadership Module 1, 2, 3 or 4: \$460
- First three modules (12 workshops): \$1200.
- All four modules (16 workshops): \$1600.

# TOM C. BREZNAU

Tom has over twenty years of leadership development training, coaching and consulting experience. He was the Executive Director of the L. Lee Stryker Center at Kalamazoo College from 1994-2007, where he continues part-time as Director of the LandSea Program. Tom now continues his commitment to enhancing people's leadership skills through his business (tcb-enterprises.com). Tom is also an Adjunct Professor teaching in the MBA Program at GVSU and in the business department at Kalamazoo College. Previously he was Stryker Professor of Business at Kalamazoo College and held positions at Detroit Edison Company and Manufacturers National Bank.

## SCHEDULE:

All workshops are 8:30 am – 11:30 am

	SPRING Tuesdays	FALL Thursdays
#1	March 9	Sept. 23
#2	March 16	Sept. 30
#3	March 23	Oct. 7
#4	March 30	Oct. 14
#5	April 6	Oct. 21
#6	April 13	Oct. 28
#7	April 20	Nov. 4
#8	April 27	Nov. 11
#9	May 4	Nov. 18
#10	May 11	Dec. 2
#11	May 18	Dec. 9
#12	May 25	Dec. 16
#13		Jan. 6
#14		Jan. 13
#15		Jan. 20
#16		Jan. 27

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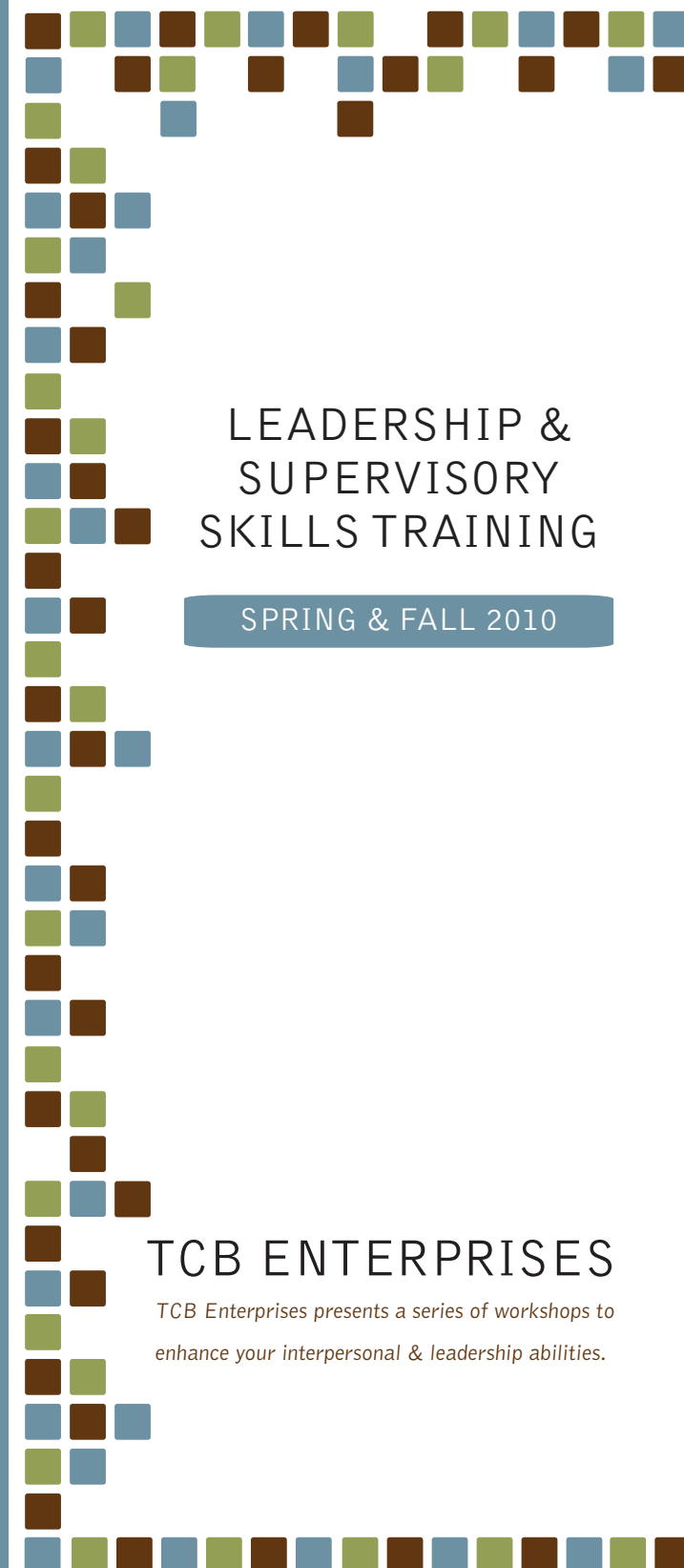
www.tcb-enterprises.com

# LEADERSHIP & SUPERVISORY SKILLS TRAINING

SPRING & FALL 2010

## TCB ENTERPRISES

TCB Enterprises presents a series of workshops to enhance your interpersonal & leadership abilities.



# LEADERSHIP 1

## #1 Assertiveness

- Clearly differentiate between assertive, passive and aggressive behavior in self and others.
- Choosing an assertive response to others' aggressive and passive behaviors to enhance effectiveness.
- What to do with someone who tends toward passive-aggressive behaviors.
- Why assertiveness skills are the backbone of improving supervisory skills.
- Enjoy and learn from the John Cleese film: *Straight Talking: the Art of Assertiveness*.

## #2 Effective Communication and Convincing Others

- Understand the communication process; why does miscommunication occur so easily?
- Learn and practice the guidelines for effective communication.
- Avoid common communication traps.
- View film: *Communicating Non-Defensively*.

## #3 Improving Communication through Positive Listening Approaches

- Take the Listening Skills™ Inventory to determine your preferred listening style.
- Practice different listening approaches and become more proficient using alternative styles.
- Improve listening - the most used and least understood communication skill.

## #4 Leading Teams

- Explore the characteristics and "how to" of effective teams.
- Interplay of leadership & followership on teams.
- The role of the team leader.
- How to move a team away from being dysfunctional and toward high performance.

# LEADERSHIP 2

## #5 Myers-Briggs Type Indicator (MBTI)™

- Take the MBTI™ to identify your type and increase effectiveness by understanding your type and others' types.
- Use type understanding to better communicate with others.
- Focus on understanding the four different temperaments.
- Understanding that we are not all the same enhances effectiveness.

## #6 Building Emotional Intelligence Skills

- Learn how to recognize emotions in ourselves and others in a way that helps you focus on results.
- Manage your emotions and help others manage theirs.
- Use emotional intelligence to enhance social skills and present yourself and your thoughts more effectively.

## #7 Managing Conflict

- Learn how to anticipate, identify, and resolve conflict.
- Use assertiveness to turn conflict situations into win/win results.
- Conflict: the good, the bad, and the huge opportunities.
- What is the best level of conflict in a team or organization?

## #8 Managing Change

- Understand the stages of the change process and how to manage the emotions you will encounter in yourself and others.
- View and discuss the Joel Barker video: *The New Business of Paradigms*.™
- John Kotter (*Our Iceberg is Melting*) on the organizational change process.
- Understand your role as a "change agent."

Workshops held at the Transformations Center at Nazareth, located at 3427 Gull Road.

# LEADERSHIP 3

## #9 Leadership Skills Assessment using LSI™

- Take the LSI™ Inventory to assess your leadership skills and challenges.
- Learn to use your strengths and build your other skills.
- Build a professional development plan designed to increase your effectiveness.

## #10 Nature & Scope of Culture

- Is your organization's culture passive, aggressive or constructive?
- Using the Cultural Compass,™ measure your organization's ability to:
  - o Get things done
  - o Care for its human resources.
  - o Commit to its values.
  - o Create a dynamic environment.
- Identify how individual performance is impacted by leadership and culture.

## #11 Encouraging Performance

- Discover how to build capacity through a performance management system.
- Understand and practice effective coaching, feedback, and delegation skills.
- John Cleese video, *Coaching*

## #12 Constructive Discipline

- Why and how must poor performance be addressed?
- Learn how to implement constructive disciplinary tools as part of your performance management system.
- Film: *Documenting Discipline*

Contact/registration: 269-381-6290 ext 310 or by email: [lschneider@csjoseph.org](mailto:lschneider@csjoseph.org).

