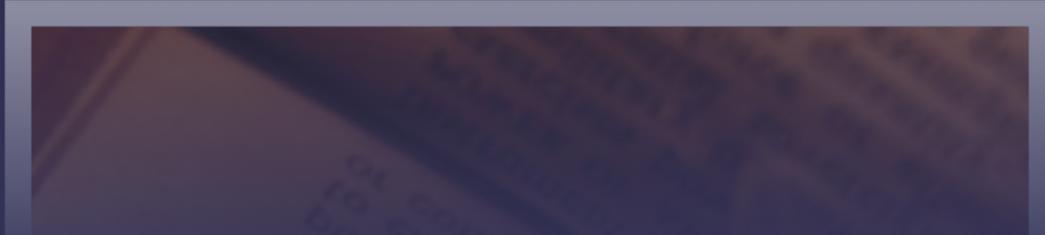


Leadership Mastery



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Leadership Mastery Courses

1. **Values-Based Diversity and Generational Differences:** The new face of diversity in the workplace is not just one of color and ethnicity, but one of age. The greatest diversity challenge we will face for the next decade is the integration of four generations into a cohesive and effective work team.
2. **Effective Communications:** Effective leaders understand the nature and characteristics of effective communication. Participants will learn the cues of non-verbal communication and how to project appropriate messages with non-verbal cues as well as why people interpret the same messages differently...
3. **Employee Motivation:** Motivated employees are needed in our rapidly changing workplaces. Motivated employees help organizations survive and thrive. To create this more productive environment, managers and leaders must understand the principles and psychology of motivation.
4. **Coaching for Performance:** Most managers intellectually accept the value of coaching. How to coach is another matter. Participants will learn the most effective skills of coaching employees. Coaching enables a manager/leader to propel their employees in the right direction, reinforce good behaviors, and pro-actively eliminate bad behaviors.
5. **Conflict Resolution:** Conflict is a common event in business settings. There is good conflict and there is bad. Which way it is seen is determined by the way it is faced? Good Conflict Resolution builds stronger and more cohesive organizations and more rewarding relationships. Effective Conflict Resolution is teachable.
6. **Corrective Counseling and Behavior Change:** Participants will learn how to facilitate their employees' improvement, instead of merely disciplining them. The course covers when and how to apply corrective action, and provides strategies for motivating employees to improve. Learning the proper techniques moves a leader from facing rebellion to employees who desire to follow.
7. **Problem Solving:** Participants will learn the basics in identifying and solving problems. By using these techniques, participants can start to tackle problems which might otherwise seem huge, overwhelming and excessively complex.
8. **Setting and Tracking Goals:** Through interactive learning, participants are exposed to Work-life Balance skills to better manage both projects and relationships. The outcomes for the individual are more control, value and balance in the professional and personal lives.
9. **Group Decision Making:** Many groups meet to solve problems or make decisions. An awareness of how decisions are made and what prompts groups (teams) to move in particular directions is critical to effective leadership.
10. **Building Effective Teams:** People in every workplace talk about building the team, working as a team, and belonging to a team, but few understand how to create the

experience of teamwork or how to develop an effective team. Participants will learn the why and the how of team building as well as the systematic process of a team.

11. **Priority Management:** Effective Priority Management skills are essential for success. These skills are the practical techniques that have helped leaders in all industries and sectors to reach the pinnacle of their success. Without effective prioritization and task management, time manages us.
12. **Ethics, Values, and Culture:** The best leaders exhibit both values and ethics s ethics and in their leadership style and actions. A leader values become evident by the behaviors (habits) they exhibit. Understanding what a leader is portraying will enable them to develop and expand credibility and effectiveness.