



Critical Competencies for Leaders

We are the preeminent leadership soft skills training firm in the State. We are a 17-year-old firm with an excellent track record in critical competency training in professional communication skills, professional presence, and leadership skills. We tailor training to your specific needs and career development. We do not use any canned approaches from any other author or company. For more information, contact Stacey at 317-218-5111.

Developing Executive (or "Professional") Presence and Influence

Practical, useful information techniques to improve your influence and presence as a leader. We'll cover dressing-for-success in offices of all types (business, business casual, or casual), grooming, mannerisms and behavior for successful team interactions, VIP meetings, or interactions with customers/patients. Influential people understand the importance of projecting a positive image, knowing when and how to speak, how to speak in the style of "executive summary", and the power of clarifying statements and questions. A practical and results-driven course in body language, confidence, and persuasion.

Public Speaking / Presentation Skills

Practical strategies and proven techniques for those who want to learn how to say what they need or want to say. We show you how to **conquer anxiety** and present with style and authenticity in the manner in which you want to be experienced. We also teach you how to create content, not stray from your content, and answer questions on the fly, with ease.

Service Excellence

It's not enough to understand "customer service" any more. It's now necessary to be proficient in customer communications and servant leadership. Specific strategies and techniques in serving both your internal and external customers with excellence, tailored for your company / industry. Learn servant leadership strategies, communication skills, email strategies, phrases to use and avoid, proven follow up techniques, techniques to wow your customers.

Understanding and Leveraging Your Emotional Intelligence

Understand the impact of your emotions on your career and your success with your team. Explore components of emotional intelligence; gain a sense of your own strengths and challenges. Learn to read the emotions of others. Set yourself apart as a professional who has learned to navigate and adapt in business and in life. Find ways to improve your wellbeing.

Understanding and Leveraging Your Strengths (DiSC Profile)

Understand the impact of your communication strengths, default habits, and your weaknesses and blind spots, on your career and your success with your team. Learn to use – and leverage – your strengths to mitigate potential challenges. Learn to spot the strengths of others. Gain specific techniques for managing people with styles different than your own. Set yourself apart

Demonstrating Accountability and Gaining Alignment – "high potential" skills

You are individually accountable for your success and you are part of team accountable for success. Learn the four critical steps to being seen as a responsible, accountable professional. Learn the single most important question you can ask yourself every day to keep you moving along the right path to success...and how to teach this to your team. Learn how to spot and gain alignment.

Handling Difficult or Fierce Conversations

Specific strategy and steps for holding a difficult conversation with grace and ease, how to prepare and plan for the conversation, techniques for the set-up of the conversation, what to do if the dialogue turns into a monologue, goes silent, or violent. How to come to agreement and move to action.

Turning Anxiety into Positive Energy in Interactions and/or Interviews

Do you turn red and hyperventilate just thinking about social events, public speaking, presentations and / or difficult conversations at work or at home? Mildly anxious but want to know how to channel that energy? This is the course for you! We'll show you the tricks to controlling anxiety, teach you how to use your nervous energy for the good, and how to be an energetic team member with impact!

Mentor vs Sponsor

Learn the difference between a mentor relationship and sponsorship. Determine which is best for your situation, then create a plan to find the right mentor or sponsor for you.

Get 'Er Done! Executing and Implementing to Get Results

Learn to write individual and team goals for projects so that they are measurable and attainable. Then, learn the key steps to executing or implementing those goals so that you'll reach your desired outcomes. Specific techniques and processes will be provided. Learning to guide without micromanaging will be taught, as well as planning and holding productive meetings

The Power of One Great Question

Successful leaders use curiosity and guide discussions by asking powerful questions, instead of making declarations. Learn the power of converting statements and declarations into questions.

Small Talk for Large Impact

Not sure what to say at that golf outing with senior leaders? Feel awkward at the happy hour? Need some ideas for team members? Learn strategies you can use every time to look and sound confident and comfortable in social circles. We'll show you how to ask questions that your host will appreciate, how to exit conversations gracefully, and how to prepare for timely discussions about popular culture.

The Latest in Phone and Email Etiquette

The use of phone, voicemail, email, and text has changed dramatically in just the last two years. This course shows leaders how to be productive via today's phone and voicemail. Positive phrases to use and specific phrases to avoid. The latest in email etiquette for productivity and relationship-building. Do's and Don'ts. This is a small topic with big impact. as a professional who has learned to adapt and collaborate well.

New Supervisor Communication Skills

Communication strategies and practical techniques for new supervisors. Learn to communicate better with specific practice in planning your message, planning how to say what you need or want to say, the importance of eye contact, better listening skills, and moving from peer to boss. This session will involve role play, audio recordings, and video recordings for real learning, feedback and return demonstration.