

# Upper Right Leadership Training Catalogue





# CONTENTS

**Communication..... 2**

- Business Writing ..... 2
- Coaching Conversations (4 hours)..... 2
- Collaboration: Win as Much as You Can! (2 hours) ..... 2
- Communication Styles (2.5 hours)..... 2
- Conflict Management ..... 2
- Facilitation Skills (8 hours)..... 3
- Having the Tough Conversation ..... 3
- Navigating Difficult Conversations (4 hours) ..... 3
- Negotiating Styles (3 hours) ..... 3
- Teamwork (2 hours) ..... 4

**Leadership..... 5**

- Balancing Priorities (4 hours) .....5
- Building Organizational Trust .....5
- Challenging Negative Attitudes.....5
- Change Leadership (3 hours) .....5
- Coaching: The Highs and Lows and In-Betweens (4 hours)..... 6
- Diversity: Leading across Differences (2 hours)..... 6
- Goal Setting for Success ..... 6
- Inspirational Leadership (2 hours)..... 6
- Leadership Development (5 hours) ..... 6
- Problem Solving..... 7

**Management Skills..... 8**

- Career Planning and Development ..... 8
- Interviewing Skills (4 hours) ..... 8
- Managing Performance Problems ..... 8
- Performance Management..... 8
- Sexual Harassment (2 hours)..... 9
- Supervisory Skills (3 hours)..... 9

**Sales / Service ..... 10**

- Customer Service (4 hours)..... 10
- Sales Training (8 hours)..... 10

**Self-Awareness / Personal Development..... 11**

- Emotional Intelligence (3 hours) ..... 11
- What’s My Time Style (2 hours)..... 11

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# Communication

## Business Writing

So many of today's business interactions are not in person, but in writing via e-mail, chat, or text messaging. This makes writing skills more crucial than ever before. Business colleagues and customers will judge competency and professionalism based on your writing ability. Get back to the basics with this course and make sure your t's are crossed and your i's are dotted before sending out vital correspondence.

## Coaching Conversations (4 hours)

This half-day training will help you establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support individuals to help them successfully meet their goals.

## Collaboration: Win as Much as You Can! (2 hours)

Uses a simulation to show the difference between Win/Lose and Win/Win behaviors. Participants explore where Win/Lose may be happening within the organization, and practice techniques to turn them into Win/Win behaviors.

## Communication Styles (2.5 hours)

Uses a self assessment that discloses each individual's preferred way of communicating with other people, and how to alter their style to be effective in communicating with the other 3 styles of personal communication. This is a new update on the DISC training that many organizations have utilized and enjoyed.

## Conflict Management

Conflict is inevitable, but if left unchecked it can be highly destructive within an organization. This program offers approaches that will help you identify and enhance the most important aspects of conflict resolution. Develop communication skills that support conflict prevention and practice tools that will end conflict in even the most difficult situations. When you feel that conflict has gone beyond your control, this program offers the benefits of using a third party, as well as procedures for finding an effective mediator.



## Facilitation Skills (8 hours)

Is for training facilitators and provides skills to the trainers in better managing the learning environment and training content. The course provides extensive skill-building in key functions such as:

- Skills related to managing the classroom
- Managing challenging situations and students
- Speaking, presentation and facilitation skills
- Using body, face and voice to convey messages
- Facilitating to different learning styles
- Videotape review and feedback of training skills

## Having the Tough Conversation

A difficult conversation doesn't need to become an ugly confrontation. Dealing with Difficult Conversations can help you better prepare for communicating under tough circumstances to make your message more effective, help you better control the situation, and help you achieve a positive outcome.

## Navigating Difficult Conversations (4 hours)

Most managers and team leaders will not readily welcome the task of having to let an employee go or provide them with a negative performance review. These are just a couple of examples of those difficult conversations which are an unavoidable and recurring instance in the workplace. Despite their compelling presence, they don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity.

Navigating Difficult Conversations is a half-day class, and introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to effect an environment of reduced stress, increased trust, improved relationships, and higher productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations in the most productive manner—leading them to embrace, rather than fear confrontation and produce long-lasting benefits for both the employee and organization.

## Negotiating Styles (3 hours)

Helps individuals identify their preference for 1 of 5 negotiating styles: Defeating, Accommodating, Collaborating, Withdrawing, or Compromising. Next, observer feedback provides valuable insight from peers. Finally, they learn how to use this knowledge to focus on the skills and methods that are likely to produce synergistic outcomes.



## Teamwork (2 hours)

Is a high-energy simulation that requires the group to plan, communicate and manage their way out of a dire situation, such as being trapped in a cave or crashed on a jungle island. These simulations teach leadership and communication skills under stress and pressure.

Current titles being offered include:

- Jungle Escape
- Tall Ships
- Cave without a Name
- Maestro
- Junkyard Games
- Rocket Project Management
- The Rainforest Game
- More titles are available upon request



# Leadership

## Balancing Priorities (4 hours)

*"Everything on my project list is due yesterday; I just don't know where to start!"*

How many times have you heard this plea for help? The demand for productivity is greater than ever before. Deadlines are tight, resources are limited, technology is complex, and often times employees have the added challenge of reporting to more than one manager. It's no surprise this pressure can lead to increased conflict and overwhelming feelings of confusion. That is, until you equip them with the skills they need to manage their workload effectively.

Start with *Balancing Priorities: How to Successfully Manage Tasks, Deadlines, and Expectations*. This half-day training program shows individuals - step by step - how to ditch the time-wasters and improve performance through better goal setting, task delegation, organization, and the proper use of technology.

## Building Organizational Trust

In the workplace, there are two levels of trust in play: organizational trust and personal trust. Many times these two levels are intertwined and are hard to tell apart. Leaders have an incredible amount of influence over the culture of trust in an organization. This program will teach you the benefits and behaviors that will inspire a trusting culture, help you recognize and practice the Five Pillars of Trust, and show you how to regain trust that has been lost. Trust is the key to a cohesive and collaborative organizational culture.

## Challenging Negative Attitudes

This course explores how to challenge individual negativity as well as how to protect yourself from the negativity of others. It teaches behavioral models to use in coaching yourself and others in how to build optimistic responses to any given situation. Learn how negative norms become entrenched in an organization, department, or team and how to create a more positive working environment.

## Change Leadership (3 hours)

This workshop is perfect for leaders dealing with changes in their department roles and responsibilities. We show you how to lead your people through changes as well. Leaders will also take a self-assessment on their propensity to change; this will help us understand how to model and lead change.

This course will allow leaders to understand the 5 Dimensions of Change, which include:

- Modeling the change
- Communicating the change
- Involving others in the change
- Helping others break from the past
- Creating a supportive learning environment



## Coaching: The Highs and Lows and In-Betweens (4 hours)

The skills in this workshop focus on coaching principles, having tough conversations, and coaching your high performers. In each case the student will be presented with the reasons why coaching in each of these situations is critical to success, and are provided a framework for having effective coaching conversations. Role play on real scenarios is a part of each of these situations.

## Diversity: Leading across Differences (2 hours)

Offers new ways of thinking about leadership challenges; providing participants with a framework and process for better understanding their context and taking appropriate action. The class includes a self-assessment The Diversity Awareness Profile, commonly known as "DAP," is a powerful 24-item assessment that helps people to:

- Increase their awareness of the perceptions they have of others
- Assess the behaviors that most influence interaction with others
- Modify behaviors to build respect for others

## Goal Setting for Success

Attainable goals are what will keep you and your organization moving forward in the right direction. This goal-setting program will help you understand what makes a goal attainable by discovering your strengths, weaknesses, opportunities, and threats when setting goals. Goals are often identified correctly but accomplished poorly because of a lack of planning and strategy regarding how the goal will be achieved. This program will dig deep into the goal-setting process to practice writing measurable goals and strategize the best approach to making that goal a reality.

## Inspirational Leadership (2 hours)

This workshop shows you motivational and practical ways of learning how to use the power of inspiration as a leader. We use a blend of video clips from history and Hollywood movies to explore different styles of inspirational leadership. The attendees will then be presented the 5 Steps to Inspirational Leadership:

- Caring for your people
- Making sure they know where you are going as a leader
- Do they trust you enough to follow?
- Helping them understand how to get there
- Inviting them to come along

## Leadership Development (5 hours)

Emphasizes the difference between manager and leader. It covers the transition from peer to boss, and teaches the differences between managing things versus leading people. We also teach you how to build your "personal brand" as a leader.



## Problem Solving

Course participants will learn how to integrate creativity with analytical thinking to develop effective problem solving and critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of "innovation" and how it relates to the bottom line will also be emphasized. An innovative mindset not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems.



# Management Skills

## Career Planning and Development

Today's work environment puts a high priority on bright, talented, enthusiastic employees. However, these are the very employees who are frequently recruited away by headhunters and other organizations. So how do you keep your best employees? By working with them to create a meaningful career development plan—and following through on it. Career Planning and Development is geared for supervisors and managers who seek to assist employees in their development. And one of the best ways for supervisors to understand how the process works is to experience it for themselves. This program asks supervisors to complete all of the activities and assessments firsthand, giving them the skills and tools they need to administer the same to their employees.

## Interviewing Skills (4 hours)

Teaches the attendee techniques in behavior-based interviewing and how to get “below the surface” to gauge a candidate's skills and motivations. We will use practice applications, resumes, and interview guides to practice these skills and techniques.

## Managing Performance Problems

Countless organizations have some sort of goal-setting plan, and many managers do some sort of coaching. However, when the situation gets sticky, with employees not performing up to established goals, many managers become uncertain how to handle the situation effectively. In this program you will learn how to define and identify problem employees or non-performers and then create a plan that will encourage employee buy-in and carry out a disciplinary session that will work for both you and your employees.

## Performance Management

This program teaches you the basic concepts of a performance management system and the means needed for building and implementing a performance strategy within your organization. This understanding empowers you to translate your strategy into actions that can be measured and monitored throughout your organization.



### Sexual Harassment (2 hours)

Covers the common ways that organizations and people get in trouble with both overt violations of sexual harassment law, as well as a lack of awareness of what constitutes sexual harassment. The class covers topics including:

- Consider the laws that prohibit sexual harassment in the workplace
- Recognize the specific forms of harassment
- Know who can commit sexual harassment
- Recognize who can experience sexual harassment
- Understand under what conditions sexual harassment can occur

### Supervisory Skills (3 hours)

Is applicable to both new and existing leaders, and covers 5 dimensions of supervisor behaviors. It includes a self assessment, and can include an optional assessment completed by the supervisor's employees.



# Sales / Service

## Customer Service (4 hours)

Teaches the principles of effective customer service. Don't just talk about providing better customer service - make it a reality! Customer Service helps both employees and managers examine their attitudes about customer service in 5 critical areas:

- Having a positive attitude toward customers
- Encouraging customer feedback
- Responding to customer problems
- Developing repeat relationships
- Exceeding customer expectations

## Sales Training (8 hours)

Provides a business to business training model that focuses on six key sales skills:

- Planning a sales call
- Cold calling
- Observing behavior and listening skills
- Presenting solutions
- Overcoming objections
- Closing the deal

# Self-Awareness / Personal Development

## Emotional Intelligence (3 hours)

Is a key skill for Leaders. This topic explores the skills behind managing your own emotions, and managing your interactions with other people. The 5 components of emotional intelligence skills are explored in depth. This topic can also be supported by an extensive self-assessment gauging each student's current skills level and areas that need further development.

## What's My Time Style (2 hours)

Provides a self assessment of how well the individual manages their decisions about how to spend their time. It is combined with practical tips, techniques and exercises to help leaders make optimal decisions around time, delegation and tasks.