Leadership for Performance  
Course Outline | Institute for Professional Excellence at Davenport University

Leaders inspire employees to want to stay and contribute their best effort to drive success in an organization. The Institute for Professional Excellence’s Leadership for Performance program will further your ability to lead others, get things done, and obtain results. We produce engaging leaders that create confident, inspired, empowered, and enthusiastic teams to improve performance and profitability within your organization.

Specifically to increase the performance of your team through effective leadership, IPEx will work through the following sessions:

| DISC                                                                                      |
|                                                                                         |
| This session builds awareness of behavior style and uses this newfound knowledge to increase effectiveness of interactions with others at work. |
| Benefits to Organization:                                                                |
|   ▪ More insightful leaders                                                                 |
|   ▪ Improved interpersonal communication                                                |
|   ▪ Greater sense of mission and vision among the team                                    |
| Learning Content:                                                                        |
|   ▪ DISC Assessment                                                                       |
|   ▪ Defining behavior styles and differences                                             |
|   ▪ Identifying behavior styles and methods for interaction                              |
|   ▪ Interpreting/observing personal style                                                 |
|   ▪ Communication challenges                                                             |

| Manager as a Leader                                                                      |
|                                                                                         |
| Leadership can be an ethereal topic focused on many intangible elements. However, for today’s managers and members of leadership teams (front-line, mid-level, or executive), managers have to demonstrate tangible results. This session provides opportunities for participants to drive toward increased performance. |
| Benefits to Organization:                                                                |
|   ▪ Harnessing leadership and management principles together                             |
|   ▪ Accomplishing a shared vision and developing strategies for implementation           |
|   ▪ Customize leadership/management approach based on the situation experienced          |
| Learning Content:                                                                        |
|   ▪ Leadership and management theory                                                     |
|   ▪ Deep-dive S.W.O.T. analysis                                                           |
|   ▪ Situational leadership approach                                                      |
|   ▪ Meeting management                                                                   |
## Time Management

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done. In this session, you will learn how to make the most of your time by getting a grip on your workflow, and delegating some of your work to other people.

**Benefits to Organization:**
- Understand the importance of, and the most useful techniques for, setting and achieving goals
- Identify the right things to be doing and develop plans for doing them
- Learn what to delegate and how to delegate well
- Take control of things that can derail your workplace productivity

**Learning Content:**
- Setting goals
- Planning tips
- Setting a routine
- Doing it right
- Putting an end to procrastination
- Managing your workload

## Team Performance

The session focuses on leadership of a team and how to best build a team to get things accomplished together in a timely fashion. The secret of team performance is managing both the process and the people in synchronization.

**Benefits to Organization:**
- Greater sense of vision and mission amongst the team
- Increased trust, goal clarity and commitment
- Teams that reach their goals more quickly
- Improved interpersonal communication
- Improved conflict resolution and prevention skills

**Learning Content:**
- Analyze behaviors of effective and dysfunctional teams
- Discuss role of mission, vision, and values
- Study team processes which keep the team moving and barriers to effective teamwork
- Discuss issues of trust building, conflict vs. collaboration, commitment accountability, and focus on results
| Problem Solving/Conflict Resolution | Knowing why conflict occurs and what to do about it are indispensable components to a healthy and efficient business. The session provides a basis for successful conflict resolution by examining the theory of conflict resolution and providing the participant with the skills necessary to identify and manage conflict.

Benefits to Organization:
- Reduced tension among employees and colleagues
- Less opportunities for small issues to blow up into major issues
- More empowered and confident employees
- More equitable balance among employees, less domination by those with forceful temperaments

Learning Content:
- Why conflict happens
- How to manage conflict in your area of influence
- Understanding how you operate in a conflict situation
- Define different behavioral and conflict styles.
- Demonstrate strategies and approaches to effective conflict resolution |

| Timing and Communication | A major goal of session is to help you understand the impact your communication skills have on other people. You will also explore how improving these skills can make it easier for you to get along in the workplace, and in life.

Benefits to Organization:
- Identify common communication problems that may be holding you back
- Develop skills to ask questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Enhance your ability to handle difficult situations
- Deal with situations assertively

Learning Content:
- Creating positive relationships
- Growing our self-awareness
- Communication basics and barriers
- Asking questions and listening skills
- Body language
- Communication styles
- Assertiveness |
### Staff Motivation

Managing and leading are about getting things done through people. The difference between what employees can do and will do depends a lot on their level of motivation. Understanding what motivates employees is the foundation of this session. The end result is learning how to turn compliance into commitment.

**Benefits to Organization:**
- Increased productivity
- An engaged workforce who understands how actions and behaviors affect success
- A culture where people want to do their best
- An organization that retains and attracts staff
- Improved individual attitudes
- Reduced absenteeism and turnover
- Teamwork

**Learning Content:**
- Explore factors that affect performance
- Identify employee ability and desire (motivation) to perform
- Apply the understanding of behavioral styles to select the most effective strategy to improve performance
- Utilize effective feedback as a tool to tap into motives