

2019



EMERGING LEADERS ACADEMY



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Today firms are growing at a dizzying pace to handle increased workloads being placed on them. More often than not people are continually being asked to wear multiple hats. While having more work is a good problem to have, rapid firm growth causes other organizational issues. As a result of the industry's growth, people are being promoted to handle new roles and responsibilities. Many of these individuals haven't yet fully developed their leadership skills or potential and the vast majority of organizations don't have a formal plan for preparing them for their new role.

In response to this challenge, Central Florida Chapter ABC has developed this highly engaging and interactive series geared for those who may be new to the role. This series provides a focus on the imperative knowledge and skills required for this critical audience to become effective leaders in your organization. Join us for 4 half-day sessions jam-packed with activities, lessons and discussions on the topics that matter most to today's leaders.

Curriculum

This four-session, 24-hour course will ensure that your leaders attract and retain top talent, become more productive, and drive higher profits.

What makes a successful leader

- Identify characteristics that define a leader
- Difference between a manager and a leader
- Discuss the role of a leader compared to the role of a "doer"
- Assessing leadership strengths and areas for growth
- The impact of leadership on retention

Mindful delegation

- Identify key questions when delegating
- Apply the right mode of management when supporting the individual in getting a delegated task completed
- Practice delegation discussions using different modes of management
- Discuss the role of motivation in delegation
- Managing compliance issues

Effective coaching and feedback strategies

- Describe what motivates people
- Define your role in motivating others
- Delivering frequent and consistent feedback in a high performance culture
- Providing meaningful recognition and constructive feedback
- Constructive feedback
- Preparing and conducting feedback conversations

Generational leadership

- Who am I? Defining the four generations at work today
- What makes each generation tick
- Leadership strategies to use with each generation
- Empathy: Putting yourself in someone else's iPhone

HR 101: What every leader needs to know

- The many functions of HR today
- The leader's role in HR management
- HR challenges facing today's leaders
- Managing risk
- Types of discrimination, as defined by the law
- Handling HR issues according to the law and your company's policies

Sexual harassment and other sensitive leadership topics

- Sexual harassment defined by the law
- Examples of sexual harassment situations and how to recognize them
- Its overall effect on the organization
- Handling sexual harassment situations when they occur
- Preventing sexual harassment within your team

Performance reviews

- Elements of effective performance reviews
- Preparing for a performance review
- Conducting a performance review
- Follow up strategies for successful implementation

Internal conflict resolution

- What is conflict & what effect does it have in the workplace?
- Types of conflict and how to recognize them
- Knowing when to intervene
- Develop a framework for addressing difficult internal situations
- Conflict prevention

Dealing with difficult client situations

- Steps required to successfully address difficult client situations
- Determining a customer's value to the firm
- Firing the lead customers – when and how

Leadership Ethics

- Defining ethics
- Fostering an ethical work culture
- Dealing with unethical behavior in the workplace
- What would you do?

Learning is strategically reinforced in roundtable discussions where participants share examples of how they've applied their "leadership learnings" as they debrief the series application exercises and receive coaching and feedback on their progress.

“ Cyndi Gundy was great! The content that was provided was relevant to today's construction industry and kept me thinking throughout the course. I have since shared several of the ideas and methods with my team and it also opened their eyes on ways to better time management, art of delegation, feedback strategies along with many other ideas I plan to share. I certainly recommend this course to anyone currently in management and looking to tone their managerial skills or anyone looking to move into management. There is lots of food for thought in this class.

- Noble Thomas, Commercial Mgr.,
Bright Future Electric



Course Schedule

Wednesday, August 21, 2019

- What makes a successful leader
- Conscious delegation

Wednesday, September 4, 2019

- Generational leadership
- Difficult client situations
- Conflict resolution

Wednesday, September 18, 2019

- Effective coaching & feedback strategies
- Performance evaluations

Wednesday, October 2, 2019

- HR 101: What every leader needs to know
- Sexual harassment/ sensitivity training

Agenda

Classes are scheduled every other Wednesday at the CFC ABC office, beginning on August 21, 2019. The office is located at 651 Danville Drive, Suite 200, Orlando, FL 32825.

Session Schedule

7:30 - 8:00 a.m.

Continental breakfast & review

8:00 - 9:00 a.m.

Discussion & exercises

9:15 - 11:15 a.m.

Session topic

11:15 - 11:45 a.m.

Lunch

11:45 a.m. - 2:00 p.m.

Session topic

Tuition

Tuition per person is \$1,850, which includes: continental breakfast, books, handout materials and lunch for each session.

Attendance Policy

In order for each participant to receive a full return on their investment, attendance is mandatory. Absenteeism deprives their firm and other members of this group the diversity of experience and ideas.

If a participant is absent for any of the sessions, he/she will not receive the program's completion certificate.

Presenter

Cyndi Gundy, President of CG Consulting will lead this series for ABC. Her firm specializes in helping contractors, architects and engineers win more work! Learn from her 19 years of supporting A/E/C firms in business and professional development.



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