

Xavier Leadership Center's

2021 - 2022 One-Day Programs

Building Executive Presence

In this interactive workshop, you'll uncover and affirm your authentic personal brand as well as learn specific ways to strengthen your brand within the context of your daily life. You'll discover how certain actions at work, online, in written and verbal communication, and when collaborating with others all contribute to your executive presence and the perception others have of you.

Audience: Current leaders, new managers and future managers.

Business Communications

This program focuses on how to create productive day-to-day communications, both verbal and written, to reach desired results while building collaborative relationships. The first part of this interactive workshop focuses on improving verbal communication skills including providing meaningful feedback, resolving conflict, and meeting everyday workplace challenges. The second portion of the class emphasizes effective written communication in the digital age.

Audience: Professionals at all levels who wish to obtain better results from day-to-day communication.

Change Leadership

Strong leadership in the face of organizational change is necessary in both the success of an organization along with engagement and retention of employees. Change Leadership includes more than just looking at what is needed, but how change will affect people. This program will provide participants with practical tools to assess and manage change, successfully identify the role and phases of change, and walk through how to create action plans to overcome challenges and reach desired outcomes.

Audience: Professionals in a manager role, individual contributors or leaders of all kinds.

Critical Conversations for Managing Conflict

This fast-paced discussion based program features interactive exercises that allow participants to gain critical conversation tools including identifying roadblocks to managing relationships and conflict, recognizing and addressing individuals displaying disruptive behavior, and focusing on interactions common to the corporate environment.

Audience: Appropriate for anyone seeking to change behaviors to achieve desired outcomes in communication.

Customer Experience

In this program, participants will learn how to strategically deliver customer experiences with purpose. Delivering exceptional customer service is all about the details. In order to exceed expectations, you need to create systems and processes to make sure that nothing is left to luck. Learn ways to be intentional to create memorable experiences.

Audience: Anyone that works with internal or external facing customers. Leaders who want to create processes for increasing customer experience.

Driving Strategy at Any Level

Fast paced and filled with relevant examples, this program teaches the powerful tools from Krissi Barr's strategy/execution book, *Plugged*. It incorporates ideas from AG Lafley's book *Playing to Win* and experience from hundreds of real-world success stories. Participants leave engaged and ready to implement their strategic plans.

Audience: Managers, emerging leaders, and those who want to excel at creating and executing strategy.

Emotional Intelligence

This program will assist you in becoming more self-aware and provide insight into how emotions affect performance. You will learn techniques on self-regulation and how to align "your intent with your impact". You will discover how to develop and demonstrate empathy to sense others feelings and perspectives. All of these skills will help with managing relationships more effectively, which ultimately results in higher levels of engagement, customer service, and performance.

Audience: Professionals at all levels who want to be in-tune with their own emotions and the emotions of others, in order to manage their emotions and relationships both at work and at home.

Finance for Non-Financial Professionals

This program covers the financial language of business so that participants can speak with colleagues using the correct financial terms and will have a foundational knowledge of how the business operates. The program explores the main financial statements, key performance metrics, how to interpret them and why they are important.

Audience: You can benefit from a better understanding of finance and accounting if you are an operations supervisor or manager at any level.

Foundations of Operations Management

The business practices of turning the organization's materials and labor into goods and services quite often creates the highest costs. Strong operational management includes strategy, planning, implementation, supervision, and continuous improvement. Therefore, these aspects of operational management effectively become key elements for ensuring your company manages and improves its profitability. This program will introduce key elements of operations along with tools that will help you manage operation to create improved financial performance.

Audience: This program is designed for managers and emerging leaders wanting a deeper understanding of business operations to manage efficiently within and organization.

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Influencing in a Cross-Functional Organization

A cross-functional organization is one where multiple reporting lines exist. This may involve direct line or indirect reporting to one or more individuals. At their best, cross-functional structures can be creative and high performing. At their worst, they can be a confusing labyrinth of changing players who lack accountability. This program will teach you how to engage others, manage interactions and best of all, shape outcomes.

Audience: Employees at all levels, who need to effectively influence others in order to achieve personal, team, and organizational goals.

Metrics that Matter

Looks at key aspects of operational and financial performance, and how they relate to one another. This program illustrates how to create metrics that truly matter and avoid the pitfalls of poorly conceived metrics. The program focuses on several key areas such as the impact of bad metrics, the difference between metrics and measures, leading and lagging metrics, aligning metrics with business performance, and designing metrics that can be understood and managed.

Audience: Supervisors and managers at any level can benefit from a better understanding of metrics.

Strengths-Based Leadership

Nearly a decade ago, Gallup unveiled the results of a landmark 30-year research project that ignited a global conversation on the topic of strengths. This program challenges leaders to assess, understand, and maximize their own strengths and invest in the development of the strengths of others. This program includes an in-depth assessment of your leadership strengths, and helps you integrate those results with your specific business goals. There are opportunities to focus and practice how to leverage your strengths, through role playing activities, allowing for learning in a low-risk environment.

Audience: Professionals in current leadership roles, or who are preparing for leadership roles within their organization.

Cost per One-Day Program:

\$650.00 General Registration;

\$585.00 Xavier Alumni,

Military/Govt./Non-Profit

0.6 CEU's will be issued for each of these programs

The Business of Employee Engagement

Employees are engaged when they have measurable goals, constructive and relevant feedback, relevant training and professional development, and are connected to the mission of the organization. This program provides key resources and tools for leaders to create an environment of employee engagement, connect employees to the mission, and communicate their department's impact on the bottom line through successful employee development and retention.

Audience: Professionals in a manager role, or leaders of all kinds

The Five Behaviors Personal Development

This powerful experience assesses an individual's approach to teamwork, provides personalized insights on how they can more effectively work with others, and teaches participants the critical behaviors and interpersonal skills needed to work together effectively. The result is a unique and impactful team development solution that empowers individuals to rethink their approach to teamwork, shape new, more productive behaviors to increase productivity, and create a common language that completely redefines what it means to work together to build a culture of teamwork.

Audience: Any employee at all levels of an organization, including managers or team leaders.