One-Day Programs Overview

Welcome to the Xavier Leadership Center! XLC is committed to providing high-quality professional development programming to enhance clients' personal and authentic leadership journeys. The program fee for all XLC one-day programs is $695. Select discounts are available. 0.6 CEUs will be issued for each program upon completion.

ARTIFICIAL INTELLIGENCE (AI) IN BUSINESS:

This program offers working professionals a comprehensive understanding of generative artificial intelligence, its practical applications, and ethical considerations through a hands-on, experiential environment. The session begins by demystifying Generative AI, outlining its types, and presenting leading tools. The session also emphasizes the value AI adds to businesses and the relevant ethical considerations such as addressing biases in AI systems, data management, and the balance between automation and human labor.

Audience: Professionals in any industry who want to explore and gain knowledge about artificial intelligence.

BUSINESS COMMUNICATIONS:

The goal in nearly every communication situation is to connect with others in a way that ensures the intended message gets received accurately, fosters rapport, and builds trust. Communicating in professional environments takes on many forms, each requiring different techniques and approaches. Participants in this course will learn a 5-Point Framework that will enable the effective delivery of messages in a multitude of settings. This course is highly interactive and is presented through a series of examples, discussions, activities, and games that reinforce the material being presented. Participants will continuously practice the techniques being taught in the course in small and large group settings.

Audience: Professionals at all levels who wish to foster better communication skills.

BUSINESS STORYTELLING:

More than ever, there is one thing that truly separates many brands and companies today—that one thing is STORY. When it comes to creating powerful brand connections, engaging innovations, and inspirational business strategies, a good story can make what brands share more impactful. Participants will leave with a series of inspiring story fundamentals, examples, methods, and "Hollywood-esque" tools that can be applied by ANY role within an organization and in ANY industry. Using the building blocks of storytelling, participants will be able to develop strategies to concisely present an effective story to their desired audiences.

Audience: Professionals within any industry who wants learn powerful storytelling skills.

CREATIVE PROBLEM SOLVING:

This highly-interactive, fun, and fast-paced session provides a framework for understanding and applying tools to meet real business needs. Participants will walk away from this session with increased confidence to generate creative ideas, techniques to recognize and replace unproductive thinking patterns, and a methodology to foster creative potential and innovation. Participants will apply learnings directly to real-world problems. Finally, participants will discover their natural creative thinking tendencies through a brief pre-program assessment.

Audience: Appropriate for any professional who wants to enhance their creative problem-solving skills.

DIFFICULT CONVERSATIONS:

When we avoid a needed conversation—or find ourselves repeating the same conversation without resolution—it's a sign that we're talking, but not truly communicating. This interactive, discussion-driven program equips participants with practical tools to shift that dynamic. Drawing on principles from *Crucial Conversations*, behavioral decision-making practices, and organizational theory, participants will learn to confidently navigate challenging interpersonal dynamics and high-stakes conversations.

Audience: Professionals at all levels who want to improve communication, resolve conflict, and strengthen team dynamics.

CUSTOMER EXPERIENCE:

It's more important than ever to know, understand, and delight your customers. However, this is often easier said than done. Growth comes from providing solutions and experiences to differentiate your company from your competition. 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.

DESIGN THINKING:

In this one-day program, you will have a hands-on experience while learning both the mindset and method of Design Thinking, a 100% human-centered approach to innovation. Covering the principles of empathy, problem framing, ideation, prototyping, and testing, you will leave with tools and stories you can take back to your business for immediate application. You begin by examining the needs, dreams, and behaviors of people you want to affect with your solution. Then, you begin to view solutions that are feasible and financially viable. Finally, the program will stress that true breakthrough solutions will overlap all three lenses.

Audience: Professionals at all levels in any industry who want to learn more about Design Thinking.

DOING MORE WITH LESS:

This one-day program serves as an introduction to Lean principles and offers strategies to do more with less. A foundation will be built for participants to use Lean concepts and tools in their everyday lives. The program will begin with a discussion about Lean Philosophy and how to apply Lean Thinking. Hands-on applications and concepts will follow to provide concrete examples. Participants are encouraged to bring real-world problems they experience in their lives to put under the Lean Thinking lens and explore various solutions they can immediately begin to implement.

Audience: Professionals at all levels who wish to develop more efficient processes.

EFFECTIVE DECISION MAKING:

In this fast-paced world, a person's and their team's effectiveness in getting things done at work depends on decision-making. How a person manages their time, what meetings they go to, and the work their team focuses on are all based on effective decision-making methods. In this one-day program, participants will explore various ways and methods to make decisions as both an individual and as a leader. Then, the program will focus on how to build a culture of effective decision-making within an organization. Real-world examples and interactive activities will guide discussions and showcase examples of great and not-so-great decision-making skills.

Audience: Professionals at all levels in any industry who want to develop their decision-making skills will benefit from this program.

ELEVATING YOUR PROFESSIONAL IMAGE:

Developing and demonstrating an intentional professional image, or personal brand identity, will create a more positive reputation, foster better and lasting impressions, and may strengthen the influence you have upon others. Participants in this highly interactive course will begin by studying human psychology, their own biases, and how others perceive them. Building upon this foundation, participants will then identify the skills, characteristics, and abilities that make them unique. The program will combine all of these facets of one's persona, showing how a personal brand is made and utilized. Participants will create an action plan to acknowledge the areas they want to develop so that their professional image can evolve into the version of how they want to be perceived in the world long-term.

Audience: Appropriate for current leaders, new or future managers, or anyone who wants to intentionally make good first and lasting impressions.

ENGAGING, COACHING, AND MENTORING OTHERS:

This one-day program will begin by discussing worker satisfaction and how to establish transparent expectations while addressing each employee's personal needs. Effective communication will follow, focusing on delivering feedback in healthy and positive ways. Finally, participants will explore aligning individual and team performances to create a cohesive work environment such as through effective delegation. Experiential and interactive learning will guide the day's activities, allowing participants to practice tools and strategies for immediate implementation.

Audience: Professionals at all levels in any industry who want to enhance their interpersonal communication will benefit from this program.

ENHANCING CUSTOMER RELATIONSHIPS:

Effective communication is the foundation of professional success and strong workplace relationships. In this program, participants will explore their personal "why" in their roles and develop essential communication skills to engage with both internal and external customers. By learning and applying a structured communication pathway, participants will discover how to strengthen relationships with their customers, uncover what matters most to others through voice of the customer analysis, and agree on mutually beneficial next steps, even if the customer has conflicting expectations.

Audience: Professionals at any level in any industry who want to improve their communication skills with internal and external customers.

EXECUTING BUSINESS STRATEGY:

In this program, participants will learn to define a business strategy and communicate it to peers, supervisors, and reports. Once participants can capture the elements of a strategy, they will explore the strategy's execution. Creating a cohesive and comprehensive strategic plan will be guided by the OGSM method while also referencing other approaches. Filled with small and large group exercises, case studies, and concrete examples, participants will be able to immediately identify and advance their organization's strategy.

Audience: Designed for professionals at all levels who want to align their day-to-day responsibilities with their organization's long-term goals.

FINANCE FOR NON-FINANCIAL PROFESSIONALS:

Whether you have the word "financial" in your job title or not, you are involved in the world of finance every day —through business conversations, decisions, and the very work you do. In this one-day program, you will develop an understanding of key financial documents, how to interpret them, and why they are important. Financial terms and calculations will be explained in a way that makes sense for non-financial business professionals. Finally, participants will be challenged to apply what they learned by analyzing how their work and decisions are related to the overall performance of the company.

Audience: Any professional in any industry wanting a better understanding of corporate finance and accounting.

FEEDBACK AND CONFLICT MANAGEMENT:

This program begins by exploring the major causes of conflict in the workplace. Then, strategies are discussed for building psychological safety and managing emotional reactions during difficult and critical conversations. Next, participants will gain the confidence to deliver and receive feedback in a respectful, yet honest, way. Through experiential learning and real-world examples, participants at any level will be able to alleviate conflict before it becomes a serious issue.

Audience: Any professional in any industry will benefit from learning tools for managing conflict and better communication.

FOSTERING TEAMWORK AND TRUST:

This program empowers individuals to become catalysts for effective collaboration, strong working relationships, and positive team dynamics. Participants will gain tools to enhance communication, navigate conflict, strengthen accountability, and build trust which is the essential thread that connects and sustains high-performing teams. Whether you're leading a team, working within one, or building new connections across departments, this program helps you create the kind of environment where teams thrive and people want to contribute.

Audience: Professionals at all levels who work in or with teams, across functions and industries.

FOUNDATIONS OF OPERATIONS MANAGEMENT:

The business practice of turning an organization's materials and labor into goods and services quite often creates the highest costs. Strong operations 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 the key elements of operations along with tools that will help you manage operations to create improved financial performance. You will also learn ways to measure the outcomes of your efforts to create optimal processes.

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

INFLUENCING IN A BUSINESS ENVIRONMENT:

Organizations oftentimes have many different departments that work together to achieve the overall mission and vision. However, these departments can become siloed and develop agendas of their own. How does a professional get buy-in from colleagues at all levels of the organization in this type of business environment? The key is influencing. This one-day program will provide strategies to influence others no matter their position or title to achieve common goals that will propel the overall organization toward success. Goal setting, preparation to be persuasive, and crafting an effective message for specific audiences will all be discussed through conversations and experiential activities.

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

MAXIMIZING PRODUCTIVITY:

In today's dynamic work environment, the ability to maximize productivity is crucial for individual and organizational success. This program offers participants a comprehensive toolkit rooted in waste elimination and process streamlining to optimize productivity across various work settings. By integrating Lean Thinking Principles with productivity challenges, participants will be empowered to drive meaningful change and achieve sustainable success within their organizations.

Audience: Professionals at all levels in any industry who want to improve their productivity and efficiency.

MAXIMIZING SOCIAL AND EMOTIONAL AWARENESS:

More than ever, professionals must develop relationships across a complex and ever-changing landscape in order to be effective and achieve success. The best outcomes result from a highly connected team. In this program, participants will learn critical skills to help develop the human side of business—the social and emotional awareness to both develop and sustain great professional relationships. The importance and business impact of social, emotional, and self-awareness are discussed. Participants will then gain tools to maximize and enhance their existing awareness skills.

Audience: Professionals at all levels who want to improve their awareness skills in order to achieve better personal and organizational results.

NAVIGATING CHANGE AT ALL LEVELS:

Strong leadership in the face of organizational change is necessary in both the success of an organization along with the engagement and retention of employees. Navigating Change at All Levels goes beyond an intellectual understanding of change, it explores how change affects people and how individuals at any level can contribute to successful outcomes. This program equips participants with practical tools and experience to effectively contribute to the change to deliver the desired results.

Audience: Individual contributors, managers, and leaders at all levels of the organization.

MOTIVATING TOP TALENT ACROSS GENERATIONS:

Workforce trends and workplace culture has changed dramatically in recent years. Understanding what motivates employees from different generations, helping them strengthen their well-being, and developing top talent to support their performance are all critical for today's leaders. Discovering one's purpose behind their work is a guiding theme in this one-day program. Participants will explore the new psychology of how work is seen and valued; the critical elements of well-being, self-care, and individual motivators; and how to align employees' performance with overall organizational performance. Conversations, discussions, and experiential activities are interwoven throughout the session.

Audience: Team leaders, managers, or anyone in a position to support their colleagues will benefit from this program.

PERSUADING, NEGOTIATING, AND COLLABORATING:

Successful negotiating comes from ensuring all parties get what they need to keep the relationship – and the work – going. The key focus of effective negotiations is partnering with others to develop mutually beneficial outcomes. When we help others get what they want, meeting our needs becomes easier. In this hands-on experience, participants will practice collaborative skills based on listening, learning, and leveraging all resources. Program discussions will focus on advancing both parties above "power," achieving short and long-term wins, and overcoming stalemates through creative means. Skills to better persuade and remain composed in tense situations will also be shared.

Audience: Professionals at all levels in any industry such as sales associates, consultants, or sourcing specialists who want to improve their negotiation and collaboration skillsets.

PRESENTING WITH IMPACT:

It can be guaranteed at some point in someone's career, they will be asked to present their ideas in front of people. This could be speaking during a team meeting with colleagues, delivering an elevator pitch at a networking event, or reporting data for higher management. No matter how intimidating speaking in front of others may be, confidently sharing your ideas is key to success.

This one-day program will help participants prepare and deliver formal, informal, virtual, and in-person presentations. They will learn best practices to present with impact and how to control any anxious or nervous feelings they experience.

Audience: Professionals at all levels in any industry who want to become effective presenters will benefit from this program.

PROJECT MANAGEMENT ESSENTIALS:

In this modern age, professionals may see their responsibilities increase in complexity, becoming "projects." Organization, time management, and resource understanding serve as the backbone for managing any kind of project. This one-day program will help build this needed groundwork and help any professional in any industry deliver their promised projects and complex assignments on time, within budget, and according to speculations. The highly-practical course begins by laying the foundation of project management and defining key terms and phrases. Then, each step of the project management process will be discussed starting with project initiation, planning, execution, and monitoring and controlling. Finally, important considerations about how to close a project will be presented.

Audience: Professionals at all levels in any industry who oversee the completion of projects.

SKILLS FOR BUILDING A COLLABORATIVE MINDSET:

This workshop will assist you in becoming more self-aware and provide insight into how to strike the right balance of relationships and task orientation to achieve high 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 trust and empathy, key ingredients in collaborative relationships. All of these skills will help to foster a collaborative mindset that leads to more effectiveness, which ultimately will result in higher levels of engagement, customer service, and higher performance.

Audience: Professionals at all levels who want to become more self-aware and develop their emotional intelligence.

SOCIAL SKILLS FOR PROFESSIONAL SUCCESS:

Social and Emotional Intelligence (SEI) is a cornerstone of professional and personal success, promoting enhanced self-awareness, improved communication, stronger relationships, and improved personal health. This program leverages a four-quadrant SEI model based off of Daniel Goleman's research to explore how SEI fosters inclusive leadership, encourages conflict resolution, and builds trust and rapport within teams. Participants will discover how SEI impacts essential skills like stress management, resiliency, empathy, and effective teamwork, driving both personal and team growth.

Audience: Professionals at any level in any industry who want to improve and identify their SEI strengths and areas for growth.

STORYTELLING WITH DATA:

Data provides the foundation for making smart and appropriate choices in many contexts. However, it is not unusual for managers to be overwhelmed by the amount of available data within their organization and the marketplace. To tell an effective, data-inspired story, it is important to know the intended audience and present the most applicable information in the most effective way. This session will begin by helping participants understand what questions need to be addressed and discerning what data is relevant to answer those questions. Then, the program will focus on what makes a story convincing and how to adapt stories to the needs of different audiences. This will be followed by applying that understanding to create powerful, data-driven stories that will change mindsets and facilitate the right business choices.

Audience: Professionals in any industry wanting to improve data-driven storytelling practices.

STRENGTHS-BASED LEADERSHIP:

Nearly a decade ago, Gallup unveiled the results of a landmark 30-year research project that ignited a global landmark conversation on the topic of strengths. More than 7 million people have since taken Gallup's Strengths Finder Assessment. Strengths-Based Leadership 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 a leader's strengths and helps participants integrate those results with their specific business goals. Throughout the program are opportunities to focus and practice how to leverage 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.

TIME MANAGEMENT AND ACCOUNTABILITY:

Everyone has unique working styles, habits, and needs when accomplishing their responsibilities, so time management and prioritization must be customizable skills anyone can adopt. This program aims to provide practical tips, tools, and strategies to help individuals approach their use of time wisely and help managers lead their teams more effectively. Oftentimes, procrastination sets in because a certain task seems daunting or emotionally taxing. Participants will explore ways to manage their energy and mindsets to aid in their productivity. Finally, the program will discuss how accountability is created between managers and their teams, among colleagues, and within oneself.

Audience: Professionals at all levels in any industry who want to discover better methods of managing their time and learn ways to hold colleagues and themselves accountable.