

2027

Leadership Academy

Tier 1: Develop Yourself

Feb. 18 - April 8, 2027
8 am-Noon

Location: Town Clock Business Center, Dubuque

Cost: $1,495

Developing Your Management Style

This interactive session helps emerging and experienced leaders gain a deeper understanding of their natural management approach and how it impacts their teams. Participants will explore different management styles, identify their own strengths and areas for growth and learn practical strategies to adapt their approach to diverse team needs and situations. Through self-assessment, reflection and interactive exercises, leaders leave with actionable insights to enhance their effectiveness, build stronger relationships and lead with confidence.

Date: Thursday, Feb. 18, 2027
Time: 8-10 am
Trainer: Lisa Schaefer

NICCMKT.092026



Learn More.

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NORTHEAST IOWA COMMUNITY COLLEGE
Business and Community Solutions

LEADERSHIP ACADEMY TIER 1: DEVELOP YOURSELF

2027 Training

Professionalism: Choosing Success

Perhaps nothing is more critical to an organization's success than its employees' work ethic and professionalism. The degree to which the workplace culture supports hard work and appropriate behavior can make or break a company's reputation with its customers, both internal and external. In this class, participants will explore the elements of a workplace that encourage employees to behave professionally, perform with integrity and work following an accepted internal code of ethics.

Date: Thursday, Feb. 18, 2027
Time: 10 am-Noon
Trainer: Lisa Schaefer

Building a Team Charter

Are your e-mail messages effective? Do they get the results that you want? Do you know how to contribute to your organization's success via e-mail? During this session, you will discover best practices for composing and writing, using this primary mode of communication, making it easier for your readers to read, understand and respond to your messages.

Date: Thursday, Feb. 25, 2027
Time: 8-10 am
Trainer: Lisa Schaefer

Reimagining Workplace Well-being with AI

Do you lead a team or a workgroup? What's the difference, you ask? A workgroup is a collection of people sharing space while pursuing individual task accomplishment. Conversely, a team is a group of individuals working together to achieve a precise and common purpose. High-performing teams make better decisions, serve customers better and faster and effectively resolve problems without intervention. Your efforts to create and nurture strong teams enhance employees' job satisfaction and increase retention.

During this class, you will:

- Establish a framework to ensure a successful team
- Learn to manage a team through its stages of development
- Understand situations that undermine team development
- Coach your team to deal with conflict in a positive way
- Review the importance of setting clear and shared goals toward measurable results

Date: Thursday, Feb. 25, 2027
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Selling for the Non-Seller

"I'm not a salesperson." "I don't like to sell." "I don't want to sell." Have you ever said any of these things? If you're a leader, you are selling every day! And you're good at it! Let's talk about how you can empower your non-sales staff to help customers see added value in your products and services, even though they don't think of themselves as salespeople. It's a win-win; they don't feel like the stereotypical slick salesperson, but they are increasing your business using subtle selling techniques you can teach them.

Date: Thursday, March 4, 2027
Time: 8-10 am
Trainer: Lisa Schaefer

Presenting & Training

Throughout your career, you will be training people – the new person in the office, someone from a different department whom you've been assigned to work with on a project and maybe even groups of coworkers or external customers. Teaching is a part of work and life, yet we don't often acknowledge that adults learn differently than kids. In this class, we will explore adult learning styles, apply interactive examples of adult learning to instructional planning and presenting and practice using technology to engage and help adult learners retain content.

During this class, you will:

- Understand adult learning styles
- Practice planning practical learning sessions
- Apply interactive examples to your learning sessions
- Communicate effectively with your peers
- Understand presentation faux pas
- Practice presenting with technology

Date: Thursday, March 4, 2027
Time: 10 am-Noon
Trainer: Lisa Schaefer

Knowing Your Audience When Communicating

"Know your audience" is the primary advice given to presenters or trainers; the same principle applies to effective communication in today's workplace. How do you tweak your message for the different audiences who will be listening? In addition to awareness and accommodation of different learning styles and personalities that always exist in groups, it is also essential for any leader to understand the generational lens through which team members will view their message. In this class, we will discuss how adults learn, how to identify differences in generational and personality and good practices for effective communication in a team.

Date: Thursday, March 11, 2027
Time: 8-10 am
Trainer: Lisa Schaefer



Navigating Through Conflict

Managing workplace conflict effectively strengthens teams and leadership. This workshop explores common workplace conflicts, conflict management tendencies and strategies for addressing issues with empathy and clarity. Participants will complete an assessment to better understand their approach to conflict and practice a structured framework for resolving conflicts constructively.

- Understanding Conflict: Identify common workplace conflicts and their impact on team success.
- Personal Conflict Styles: Complete an assessment to recognize your conflict management tendency and explore effective resolution strategies.
- Empathetic Communication: Learn techniques for navigating disagreements with clarity and respect.
- Structured Resolution: Practice a framework for addressing conflicts with coworkers and teams.

Date: Thursday, March 18, 2027
Time: 8 am-Noon
Trainer: Lisa Schaefer

Time Management via Habit Maintenance

Training can be so predictable – there is always someone offering a class on time management. We're reframing that stale presentation topic (yawn) and approaching it as habit maintenance. Our goals and habits dictate how we use time, so this class will challenge you to define these terms, identify your goals and dissect your habitual tendencies. Only then can you move forward with concrete actions that will help you strengthen your productive habits and manage your time differently. Please come prepared with a list of your short- and long-term goals, good and bad habits and a time management tip or trick that works for you.

Date: Thursday, March 11, 2027
Time: 10 am-Noon
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It's Who You Know

Leadership success doesn't happen in isolation—it's created through relationships. Yet too often, leaders underestimate the power of building authentic, strategic collaboration. Without the right mentors, advocates and collaborators, opportunities are missed, trust erodes and results suffer.

- Identify the key relationships every leader needs and build your dream team
- Learn strategies to build trust across your team and organization
- Explore practical ways to connect authentically in business and community settings
- Create a personalized relationship-building plan you can execute immediately

Date: Thursday, March 25, 2027
Time: 8-10 am
Trainer: Lisa Schaefer

Performance Appraisals that Work

Traditional once-a-year reviews often come too late to improve performance or engagement. Turnover is costly, productivity suffers and opportunities for growth are missed when feedback is delayed. Instead, effective leaders make performance management an ongoing process. Frequent and intentional conversations help employees share ideas, address challenges and build trust long before issues escalate.

- Learn how to make performance leadership a continuous process, not a once-a-year event.
- Discover how to use regular conversations to develop potential, celebrate success and co-create future goals.
- Explore practical approaches to accountability and corrective action.
- Identify when termination may be necessary and how to manage it with dignity and respect.

Date: Thursday, March 25, 2027
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Trainer: Lisa Schaefer

The Motivation Advantage

The best leaders know that real motivation isn't about pushing harder—it's about unlocking what drives people from within. This session explores how leaders can harness the power of autonomy, mastery and purpose to inspire higher performance and deeper engagement. Through interactive discussion and practical tools, participants will learn how to move beyond traditional "carrot-and-stick" approaches and create an environment where individuals and teams are motivated to bring their best every day. Leaders will leave with actionable strategies to strengthen culture, boost retention and tap into the full potential of their people.

Date: Thursday, April 1, 2027
Time: 8-10 am
Trainer: Lisa Schaefer

From Friend to Boss

Promotion into a leadership role can be exciting and also a challenge. It requires support, training and a plan for stepping into the leadership role. This workshop helps promoted leaders successfully transition into the role of supervising employees.

- Define your specific leadership role and responsibilities.
- Identify solutions to common challenges of stepping into a supervisor role.
- Discuss best practices for establishing boundaries with direct reports who used to be your co-workers.
- Create an individualized plan for ongoing leadership skill development.

Date: Thursday, April 1, 2027
Time: 10 am-Noon
Trainer: Lisa Schaefer

Can You Hear Me Now?

Did you know there is a difference between hearing and listening? There is! Most people have, at some point in their life, been told they don't listen. But the problem is that we are not born with good listening skills. Nor are we taught it in school. They are habits that we create, starting in our childhood and carry with us throughout adulthood. Your listening-skill habits can impact every area of your life, including your relationships and career. A good listener can earn you respect and appreciation and help you build stronger relationships in your social and business dealings.

This course explains the ins and outs of what good listening skills consist of, why they are important and how you can improve them. The course helps you determine what type of listener you are and provides basic listening skills, barriers to listening, listening habits, body language and activities to improve listening habits. You will learn the importance of physical attributes, active listening, attitude, perception, bias, language barriers, critical gestures and even how to take good notes.

Date: Thursday, April 8, 2027
Time: 8-10 am
Trainer: Lisa Schaefer

Attitude & Accountability

Now more than ever, successful organizations need a highly motivated workforce. At the heart of that workforce are responsible, accountable individuals. We can help you develop a culture of accountability in your employees using the S.M.A.R.T. goal model. We'll introduce the concept, practice writing practical goals and discuss how implementing S.M.A.R.T. goals can encourage and support employee performance. As we all know, high performers are the motivated, accountable and committed employees every manager or supervisor wants and needs.

Date: Thursday, April 8, 2027
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Meet Your Presenter



Lisa Schaefer

Lisa Schaefer Lisa Schaefer is an NICC Business and Community Solutions trainer, teacher, counselor and small business owner with over 20 years of experience in education and sales. She is certified as a facilitator of the John Maxwell Leadership Curriculum and Daniel Pink Drive Curriculum. Lisa is an expert in employee engagement, organizational psychology and service success strategies and has served as a professor, staff development professional and counselor. Her experiences includes working for Walt Disney World, hosting on-air radio programs, as well as over 15 years of education, corporate training and executive coaching experience. She holds a Masters Degree in Counseling and is a Certified Counselor and John Maxwell Leadership Coach.

Her goal is to help you have fun while you learn why we do the things we do. Her biggest passion is asking questions to learn as much as she can from others. Participants have described her as “energetic and uplifting” as well as “spontaneous and engaging with the crowd”. Lisa loves to make people laugh and believes if everyone just smiled more, the world would be a better place.

2027 LEADERSHIP ACADEMY TIER 1: DEVELOP YOURSELF

Schedule

Date & Time	Class Title	Instructor
Thursday, Feb. 18, 2027 8-10 am 10 am-Noon	Developing Your Management Style Professionalism: Choosing Success	Lisa Schaefer
Thursday, Feb. 25, 2027 8-10 am 10 am-Noon	Building a Team Charter & Reimagining Workplace Well-being with AI	Lisa Schaefer
Thursday, March 4, 2027 8-10 am 10 am-Noon	Selling for the Non-Seller Presenting & Training	Lisa Schaefer
Thursday, March 11, 2027 8-10 am 10 am-Noon	Knowing Your Audience When Communicating Time Management via Habit Maintenance	Lisa Schaefer
Thursday, March 18, 2027 8 am - Noon	Navigating through Conflict	Lisa Schaefer
Thursday, March 25, 2027 8-10 am 10 am-Noon	It's Who You Know Performance Appraisals that Work	Lisa Schaefer
Thursday, April 1, 2027 8-10 am 10 am-Noon	The Motivation Advantage of Leaders From Friend to Boss	Lisa Schaefer
Thursday,April 8, 2027 8-10 am 10 am-Noon	Can You Hear Me Now? Attitude & Accountability	Lisa Schaefer