

2027

Leadership Academy

Tier 2: Develop Your Team

Sept. 2 - Oct. 21, 2027
8 am - Noon

Location: Town Clock Business Center Dubuque

Cost: $1,695

Hey, Leaders - Who's Running Who?

Many leaders gained a positive reputation in an organization because they were good at doing their previous position. Once promoted, what helped them gain that positive reputation is of little help. Now, they are judged on their ability to get work done through their employees: delegation. Learning to delegate and empower effectively is one of the most valuable skills a leader can master. So, leaders, take control of your most important assets and delegate to your employees. When they are no longer running you, you can do your job as a leader: maximize employee performance and profits!

Date: Thursday, Sept. 2, 2027
Time: 8 – 10 am
Trainer: Lisa Schaefer



Learn More.

Bailey Kloft
Program Manager
563.562.3263, ext. 3140
kloftb@nicc.edu

NORTHEAST IOWA COMMUNITY COLLEGE
Business and Community Solutions

LEADERSHIP ACADEMY TIER 2: DEVELOP YOUR TEAM

2027 Training

Motivating and Engaging Different Generations in the Workplace

Every generation has a valid point of view. It's not "out with the old, in with the new." It's about creating an environment in which five generations can work side-by-side. So let's talk about the practical ways organizations can identify and bridge the gaps that could significantly affect bottom-line performance if not addressed. We'll illustrate "real world" characteristics of each generation, why they can clash, how to communicate and lead all of them and how to get your employees to recognize the value that a multi-generational workforce brings to the table.

Date: Thursday, Sept. 2, 2027
Time: 10 am – Noon
Trainer: Lisa Schaefer

Engage to Retain: Motivating and Keeping Top Talent

In a competitive talent market, organizations can't afford to overlook the power of learning and development. Employees are more likely to stay and thrive when they feel their growth is a priority. This session will explore how to design and deliver training that not only engages participants but also strengthens retention and organizational success. Leaders will discover strategies to align training with employee needs, explore a variety of effective learning modalities and practice ways to create a culture where development is part of everyday work.

Learning Objectives:

- Identify training strategies that boost engagement and retention
- Explore diverse training modalities to meet different learning styles
- Learn how to structure training programs that foster a culture of continuous growth

Date: Thursday, Sept. 9, 2027
Time: 8 am – Noon
Trainer: Lisa Schaefer

Emotional Intelligence

Although our IQ is very difficult to change, we do have control over our EQ - the emotional intelligence quotient. The generally accepted definition of EQ is the extent to which one manages emotions and thoughts, copes with and responds to pressure and is able to read the social cues of others in relationships or groups. So, how can we recognize, improve and utilize our own EQ to succeed? This class addresses the concept of EQ and its components, "measuring" EQ skills and understanding the impact of EQ in the workplace.

During this class, you will:

- Understand what EQ is and how to use it to succeed
- Practice recognizing high and low EQ skills
- Explore four EQ skills
- Discuss using EQ at work and with your team

Date: Thursday, Sept. 16, 2027
Time: 8 –10 am
Trainer: Lisa Schaefer



Embracing & Managing Change

There are few constants in the workplace today, but change is one of them and it seems to be happening more rapidly than ever. The manner in which we, as leaders, communicate expectations and implement change significantly influences how our employees respond. During this class, we'll work with you to develop an effective, proactive change strategy, discover appropriate ways to react to an unplanned change and minimize the potential of negative reactions from your employees.

During this class, you will:

- Learn why change initiatives frequently fail
- Identify normal reactions to change
- Define the change curve
- Discover how best to help employees through change

Date: Thursday, Sept. 16, 2027
Time: 10 am – Noon
Trainer: Lisa Schaefer



Understanding Your Bottom Line: Financial Insights for Leaders

Profit is the obvious goal of any business - the "bottom line." In order to answer the question of whether a business is profitable, leaders and managers must interpret and analyze financial reports regularly. Knowing how to read these reports is essential for identifying the financial performance of the organization, department or service line.

During this class, you will:

- Analyze three main financial reports (Balance Sheet, Income Statement)
- Define the data included and how to analyze it Define the difference between accrual and cash accounting
- Calculate key financial ratios

Date: Thursday, Sept. 23, 2027
Time: 8 - 10 am
Trainer: Lisa Schaefer

Mastering Adult Learning: Effective Presenting & Training Skills

Throughout your career you will be training people - the new person in the office, someone from a different department who 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 effective learning sessions
- Apply interactive examples into your learning sessions
- Communicate effectively with your peers
- Understand presentation faux pas
- Practice presenting with technology

Date: Thursday, Sept. 23, 2027
Time: 10 am – Noon
Trainer: Lisa Schaefer

Networking for Results

As leaders rise in responsibility, their networks must evolve with them. What works early in a career isn't enough when navigating broader influence, strategic initiatives and organizational change. This class will expand on networking fundamentals, examining how relationships shift as leadership levels increase. You'll learn how to strengthen your personal brand, build authentic connections and leverage your network to achieve stronger results for yourself and your organization.

- Expand on networking fundamentals and apply them to leadership roles
- Examine how professional relationships change as your responsibilities grow
- Strengthen your personal brand to increase influence and credibility
- Create an actionable networking plan aligned with your goals and leadership path

Date : Thursday, Sept. 30, 2027
Time: 8 – 10 am
Trainer: Lisa Schaefer

Trust & Unity

The cumulative choices leaders make will either strengthen trust and collaboration or weaken team unity. Too often, trust is dismissed as "soft" when in reality it is a measurable leadership skill that accelerates results, reduces friction and builds strong teams. This course introduces practical tools for building credibility, fostering collaboration and repairing trust when it has been damaged. You'll also learn how to use a coach approach—rather than falling into the "fixer" mindset—to cultivate stronger, more unified teams.

- Explore the foundations of trust and why it is essential for leadership success
- Recognize how the "fixer" mindset can erode trust and how to shift into a coach approach
- Learn key behaviors that strengthen credibility and accelerate results
- Discover strategies to build team unity and regain trust once it has been threatened
- Create an action plan to practice specific trust-building behaviors in your leadership role

Date : Thursday, Sept. 30, 2027
Time: 10 am – Noon
Trainer: Lisa Schaefer

Implementing a Organization's Vision, Mission & Goals

A well-crafted vision, mission and set of values are the foundation for any organization's practices and strategic plans. They guide today's actions and create a picture of the future of the organization with directions to reach those goals. Operating without these guideposts is like flying a plane without a flight plan. If you are in the cockpit of your organizational plane, this class will help you make your mission, vision and values more evident and meaningful to your employees, interpret the values into actionable goals and establish clear markers that direct the organization back on track when actions are incongruent with values.

Date: Thursday, Oct. 7, 2027
Time: 8 – 10 am
Trainer: Lisa Schaefer

Building a Culture of Content: Empowering Every Team to Market with Impact

The market expects content from your company. Content is how you are found, how you build trust and how you convert knowledge into business. It's also a lot of work, which is why companies looking to maximize their marketing are building cultures of content. Every function, from marketing to sales to operations and even human resources, should align to project a consistent brand identity message and contribute relevant content. If the notion of being asked to create marketing content frightens you, this course will ease your mind, empower you to contribute and help your company maximize marketing.

Date: Thursday, Oct. 7, 2027
Time: 10 am – Noon
Trainer: Lisa Schaefer

Managing from Afar

Managing employees is an important responsibility and one that is not always easy to do well. Managing employees remotely adds an even greater degree of difficulty! The quality of the supervisor's support and leadership is the key to helping all employees be successful, regardless of the employees' work location. The supervisor who manages from a distance must develop and practice creative ways to engage, communicate with and build a functional team.

During this class you will:

- Develop skills to effectively manage employees despite the challenges of varying time zones or geographical distances.
- Learn to create opportunities for remote employees to enjoy high employee engagement
- Foster a team environment regardless of where an employee physically works
- Practice the extra effort necessary for effective daily interaction with team members without the benefit of reading their non-verbal communication

Date: Thursday, Oct. 14, 2027
Time: 8 – 10 am
Trainer: Lisa Schaefer

Boosting Your Organization & Culture with AI

In this workshop, we explore the transformative potential of AI in enhancing organizational culture. The session delves into the ethical considerations and HR compliance issues surrounding AI, demonstrates how employees can use AI to improve their work, outlines essential elements for an effective AI policy and provides best practices for training staff in AI. Participants will leave this workshop with actionable ideas and resources for using AI to strengthen workplace culture.

- Understand the ethical implications of AI and the key components to include in your AI policy.
- Learn how to empower employees to use AI to spark creativity and streamline tasks.
- Discover creative and affordable methods to train staff in AI, ensuring accessibility and effectiveness for all employees.

Date: Thursday, Oct. 14, 2027
Time: 10 am – Noon
Trainer: Lisa Schaefer

Assessing Your Team

Assessment, which is essentially measurement, is everywhere in our personal and professional lives. Our homes are assessed for taxes, doctors assess our health, insurance companies assess risks and a multitude of self-help quizzes are available to help you assess everything from your parenting style to your romantic relationships. Smart leaders and managers use strengths-based or personality assessment tools to gather information about team members. The data gathered during an assessment is interesting, but how do we use that information and insight to impact our employee teams?

During this class you will:

- Identify various assessment tools
- Create analytical, visual resources to report assessment data in a meaningful way
- Practice using assessments to better communicate with your team

Date: Thursday, Oct. 21, 2027
Time: 8 –10 am
Trainer: Lisa Schaefer

Accelerate Your Leadership - Level 2

Are you motivated? How? Why? Does recognition of your efforts and talents contribute to your motivation? Can you motivate others? Those are many questions! However, understanding how recognition and motivation are connected is a powerful leadership tool. And realizing that you are never "done," motivating your team is important too. After the first mastermind session, during which you identified areas for growth as a leader, this interactive session is focused on the application of Maxwell's 21 Laws of Leadership. You will create a practical approach to your own professional development to continue honing your leadership skills.

Date: Thursday, Oct. 21, 2027
Time: 10 am – Noon
Trainer: Lisa Schaefer



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.

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Schedule

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Thursday, Sept, 30, 2027 8 – 10 am 10 am – Noon	Networking for Results: Trust & Unity	Lisa Schaefer
Thursday, Oct. 7, 2027 8 – 10 am 10 am – Noon	Implementing a Organization's Vision, Mission, Values & Building a Culture of Content: Empowering Every Team to Market with Impact	Lisa Schaefer
Thursday, Oct. 14, 2027 8 – 10 am 10 am – Noon	Managing From Afar & Boosting Your Organization's Culture with AI	Lisa Schaefer
Thursday, Oct. 21, 2027 8 – 10 am 10 am – Noon	Assessing Your Team: Accelerate Your Leadership	Lisa Schaefer