



Developing your Management Style

What kind of manager are you? Can you articulate your leadership style? When is the last time you really thought about management and organizational development theories? Explore these concepts and shore up your leadership strengths with effective assessment. The DiSC® Profile presents a framework to address three of the most common challenges to teamwork: motivation, conflict and communication. We will explore how each of the four different DiSC® temperaments approach these challenges and equip you with simple, intuitive strategies and insight that make lasting improvements in your leadership, your team's effectiveness, and both internal and external customer relationships.

Trainer: Kathie Rotz

Date: Thursday, Feb. 18, 2021 Time: 8 - 10 a.m.

Professionalism: Choosing Success

There is perhaps nothing more important to an organization's success than the work ethic and professionalism demonstrated by its employees. 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 in accordance with an accepted internal code of ethics.

Trainer: Kathie Rotz

Date: Thursday, Feb. 18, 2021 Time: 10 a.m.- Noon

COURSE #79639

LEADERSHIP ACADEMY

TIER 1: DEVELOP YOURSELF

 **Feb. 11 - April 15**

 8 a.m. - Noon.

 Town Clock Business Center

 \$1,249

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& Lisa Schaefer

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REGISTER TODAY.

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LEADERSHIP ACADEMY: TIER 1 DEVELOP YOURSELF – FOUNDATIONAL LEADERSHIP

Selling for the Non-Seller

"I'm not a salesperson." "I don't like to sell." "I don't want to sell." Ever said any of these things? If you're a leader, you are selling every day! And you're actually 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.

Trainer: Kathie Rotz

Date: Thursday, Feb. 25, 2021 Time: 8 - 10 a.m.

Presenting & Training

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

Trainer: Kathie Rotz

Date: Thursday, Feb. 25, 2021 Time: 10 a.m.- Noon

Business Email | Write it Right

Are your e-mail messages effective? Do they get the results that you want? Are you aware of 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.

Trainer: John Rotz

Date: Thursday, March 4, 2021 Time: 8 - 10 a.m.

LEADERSHIP ACADEMY: TIER 1

DEVELOP YOURSELF – FOUNDATIONAL LEADERSHIP

Team Development

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. A team, on the other hand, is a group of individuals working together to achieve a clear 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 as well.

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 common goals toward measurable results

Trainer: John Rotz

Date: Thursday, March 4, 2021 Time: 10 a.m.- Noon

Knowing Your Audience When Communicating

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

Trainer: Lisa Schaefer

Date: Thursday, March 11, 2021 Time: 8 - 10 a.m.

Time Management Via Habit Maintenance

Training can be so predictable – there is *always* someone offering a class on time management, right? 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 is going to 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, your good and bad habits and a time management tip or trick that works for you.

Trainer: Lisa Schaefer

Date: Thursday, March 11, 2021 Time: 10 a.m.- Noon

It's Who You Know

Relationships are the keys to success in life, personally and professionally. For new managers especially, it is important to understand that successful results will not happen working alone. Nothing exceptional happens without a team of supporters. This class will address the fundamentals of developing and maintaining valuable professional relationships that are built on authentic connections. We will share strategies for connecting with others in virtual networks and through community and business functions, and then help you create individualized plans that make networking and relationship-building the go-to tools in your leadership toolkit.

Trainer: John Rotz

Date: Thursday, March 18, 2021 Time: 8 - 10 a.m.

LEADERSHIP ACADEMY: TIER 1

DEVELOP YOURSELF – FOUNDATIONAL LEADERSHIP

Appraising Performance

Developing an effective performance review system and training managers to use it well will be among an organization's best investments. Let's face it - businesses can't afford *not* to manage employee performance because turnover is costly, impedes productivity and impacts the bottom line. It is also important to recognize that employee appraisals are opportunities to develop potential in those who meet expectations and to encourage high performers, not just to address poor performance.

During this class you will:

- Identify performance elements to evaluate
- Acquire the tools and skills required to evaluate performance effectively
- Explore your current approach to holding employees accountable for performance and taking corrective action
- Identify when to terminate employment and how to do it with minimal risk to the organization

Trainer: John Rotz

Date: Thursday, March 18, 2021 Time: 10 a.m.- Noon

Resolving Employee Conflicts

It is imperative for supervisors to intervene promptly and effectively in troublesome interpersonal conflicts that can occur between employees in the workplace. Unresolved conflicts fester and grow, resulting in broken working relationships and significant performance losses. This class will help supervisors identify communication strategies and coping skills for common hot-button issues, practice resolving conflict with win-win outcomes and foster a work environment in which employees can disagree without the disagreement escalating into interpersonal conflict.

Trainer: Kathie Rotz

Date: Thursday, March 25, 2021 Time: 8 a.m. - 12:00 p.m.

Drive: The Surprising Truth About What Motivates Us

Based on the book by the same title, this two-hour class is an opportunity for leaders to deconstruct Daniel Pink's packaging of the science behind motivation. Contrary to the carrot-and-stick approach is the undeniable evidence that intrinsic, internal motivators are far more effective in improving individual and group performance. Participants will discuss, debate, problem-solve and actively mind-map their way to a customized, concrete plan that promotes autonomy, mastery and a sense of purpose – the three elements that can transform their people and their organizations.

Trainer: John Rotz

Date: Thursday, April 8, 2021 Time: 8 - 10 a.m.

From Friend to Boss

Congratulations! You have recently become a supervisor. Transitioning into this new role will have its challenges, but this class offers strategies to help you make that change gracefully. You are now responsible for the productivity and results of your department, although your former co-workers, either because of jealousy or out of habit, may not want to treat you as the boss. This class will remind you of what it means to be the manager; it's about leading others to achieve results, not about being popular with your employees. You may not win over everyone in the department, especially if one or two of them also applied for the position you ultimately received. No matter what happens, keep the focus on the work to be done, give it your best effort every day, treat everyone fairly ... and respect will follow.

Trainer: John Rotz

Date: Thursday, April 8, 2021 Time: 10 a.m.- Noon

LEADERSHIP ACADEMY: TIER 1 DEVELOP YOURSELF – FOUNDATIONAL LEADERSHIP

Can You Hear Me Now?

Did you know that there is a difference between hearing and listening? There is! Most people have at some point in their life been told they just don't listen. But the problem is that good listening skills are not something we are born with. Nor are we taught it in school. They are habits that we create, starting in our childhood, that are carried with us throughout our adulthood. Your listening-skill habits can impact every area of your life, including your personal relationships and your career. Being a good listener can earn you respect, 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, provides basic skills of listening, 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, key gestures and even how to take good notes.

Trainer: Kathie Rotz

Date: Thursday, April 15, 2021 Time: 8 - 10 a.m.

Attitude & Accountability

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

Trainer: Kathie Rotz

Date: Thursday, April 15, 2021 Time: 10 a.m.- Noon