



Leadership Development Partners

Training Programs offered by Leadership Development Partners

The following is a list of offerings sorted by audience and experience level. Most of these programs are built as two-day programs, but can be condensed effectively into one day. While half-days are a possibility, the impact at the end of the program, and hence their perceived value, is far less than in a 1-day or 2-day format.

Audience: Businesses and Organizations

Maximizing Team Performance: A Capacity-Building Workshop for Leaders and Top Teams

This workshop is designed for senior executives, managers and team leaders to build performance, leadership skills, and to help them develop top teams. Managers will learn:

- 1.) creating healthy and dynamic teams – The Four Player Model for structural balance in teams;
- 2.) understanding the importance of first impressions and the power of aligning them with self;
- 3.) identifying and understanding biases and how they affect team performance;
- 4.) gaining, measuring and creating trust between team members;
- 5.) identifying advanced communication styles and applicability of each style;
- 6.) inquiry vs. advocacy in communication style;
- 7.) Neuro-Linguistic Programming as a tool for maximizing understanding among teams; and
- 8.) personal power and executive presence and the role it plays in team dynamics

Sample organizations: Southern Methodist University, PricewaterhouseCoopers LLP

Audience: Businesses and Organizations

Executive Presence and Leadership Skills: A Capacity-Building Workshop for Managers and Entrepreneurs

This workshop is designed for executives, managers and team leaders to build their individual skills in executive presence, building trusted advisor relationships with clients and colleagues, and developing general leadership skills. We use various models to help them measure their current skill set in these areas, and measure their performance gap between where they are, and where they would like to be. Managers will learn:

- 1.) the keys to personal power: reputation, executive presence, and impact;
- 2.) understanding the importance of first impressions and the power of aligning them with self;
- 3.) the elements to building trusted advisor relationships, and using the relationship matrix;
- 4.) identifying advanced communication styles and applicability of each style;
- 6.) inquiry vs. advocacy in communication style.
- 7.) creating healthy and dynamic teams – The Four Player Model for structural balance in teams; and
- 8.) the basics of conflict resolution in the workplace, turning competition into collaboration.

Sample organizations: Southern Methodist University, PricewaterhouseCoopers LLP, TEXO
The Construction Organization

**Resolving Conflict in the Workplace, with Contractors, and with Customers
(aka Collaborative Communication Skills for the Workplace)**

Every business, organization, and board has conflict. As a mediator, Lee Jay sees what disputes escalate into larger problems, but more importantly, he sees how the larger, fully-inflated disputes could have been resolved at an earlier stage, had someone in the room had the kind of skills that mediators study. This workshop offers to managers, board members, and other leaders the skills of a mediator in recognizing conflict, utilizing the differing styles of conflict resolution, formulating a strategic course of action to diffuse it, and to help people negotiate more collaboratively, opening the possibility for greater understanding, stronger relationships, and win-win solutions. Attendees will learn to identify positions and interests, and will learn how most people respond to conflict, enabling them to diagnose what is going on in front of them, and to add value to the conflict by bringing the perspective of a master mediator, overcoming impasses and breaking deadlocks, and closing techniques to bring about a mutually satisfying resolution to conflict. These are priceless managerial skills, but can be taught to people of all levels of an organization, which can create a common vocabulary among a work force.

Sample organizations: Children’s Hospital, Olive Crest Abused Children’s Foundation, Bend (OR) Chamber of Commerce

Training Programs offered by Leadership Development Partners

Audience: Managers, Leadership Teams, Procurement/Purchasing, Insurance Claims Professionals, Attorneys, and other negotiators.

Adaptive Negotiation Skills

Experience demonstrates that most people negotiate in a way that is consistent with their personality. Most nice people tend to negotiate in a way that is collaborative and can give too much value away, where most competitive people can negotiate in a way that is more hard ball and can alienate people and not get deals, when their goal is to get one. This high energy, highly interactive workshop uses games, lecture and small group exercises to examine how people can be most effective at competitive negotiations, and then how to transition into more collaborative, interest-based negotiations, and how those two styles differ, and how to transition from the former to the latter, whether negotiating on behalf of one side, or serving as a mediator. This course appeals to both litigators and transactional attorneys, claims professionals, contract negotiators, client service professionals, and managers at all levels.

Training Programs offered by Leadership Development Partners

Audience: Managers, Leadership Teams, Procurement/Purchasing, Insurance Claims Professionals, Attorneys, and other negotiators.

Advanced Adaptive Negotiation Skills

(aka Negotiation Mastery: Maximizing Influence, Defending Against Tactics, and Perfecting Counter-Moves)

This workshop for senior executives, managers and team leaders picks up where the basic negotiation course ends. It deals with advanced negotiation skills such as creating and controlling influence, recognizing and capitalizing on the danger and opportunity in every negotiation, dealing with opponents' tactics (common derailers), and advanced closing skills. We work with the 10 principles for maximizing one's influence, at the psychology of manipulation, and at a whole host of ways to get a difficult transaction or settlement discussion closed, even when it seems impossible, by learning what we can from the world of sales about bringing people to a point of decision, managing their expectations, and getting closure on the terms that you want. We also work on negotiation preparation. Most negotiators don't invest the time in preparing by anticipating what each side's motivations are, and what their probably incremental negotiation steps would be. We use our Negotiation Planning Instrument to empower them with a tool and techniques for having the greatest advantage in any important negotiation by being well prepared, and anticipating the other's moves before they make them. This course is truly one for negotiation mastery.

Sample organizations: Nationwide Insurance, State Bar of Wisconsin