



**Leading Excellence Accelerating People, Inc**

L.E.A.P

"Moving People Forward"

# Workshop & Course Descriptions



L.E.A.P CONSULTANCY

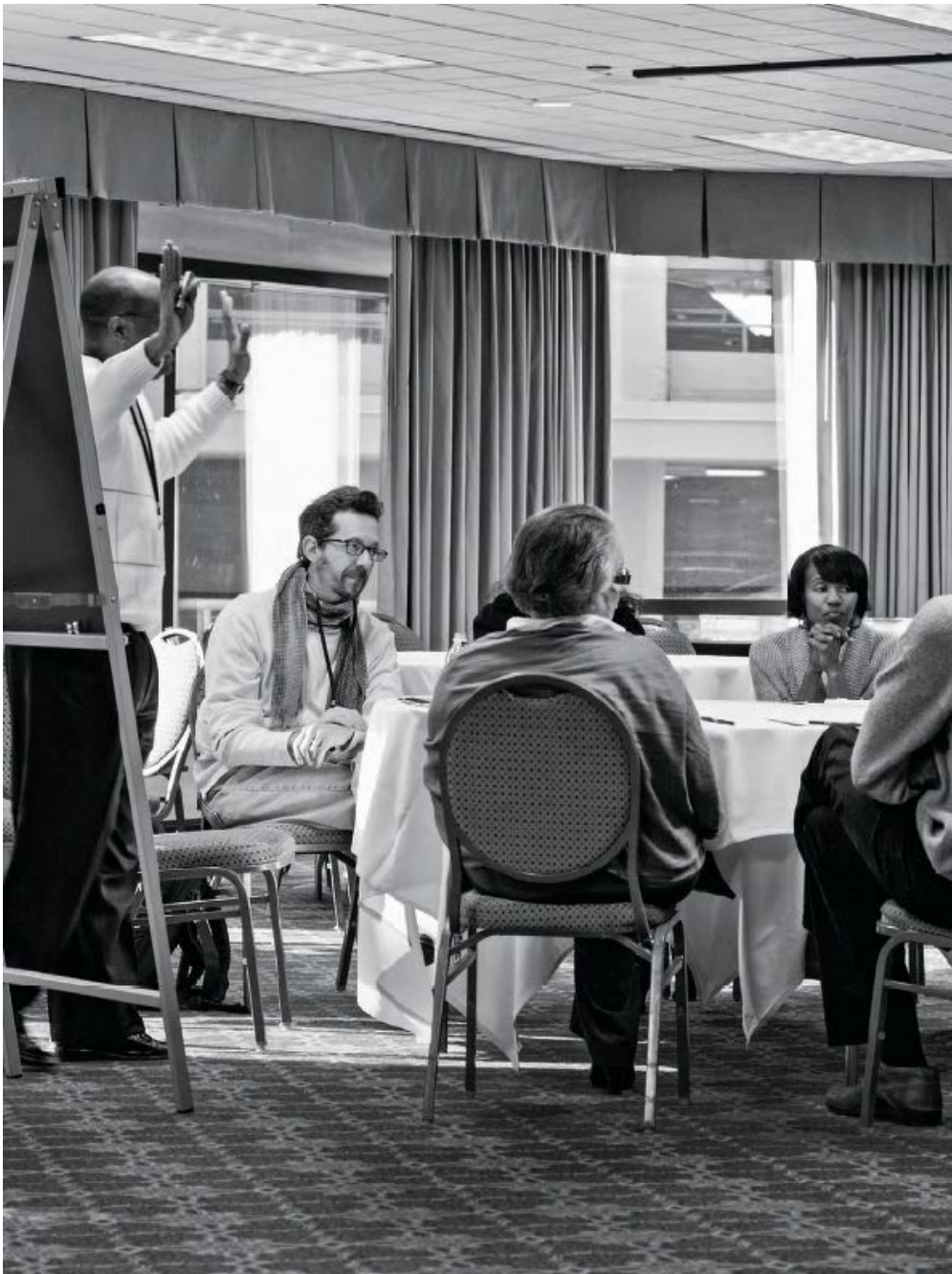
*Leading Excellence Accelerating People, Inc*

Executive Coach and Talent Management/Leadership Development  
Consultant

*"Moving People Forward"*

Tel: 404-247-4776

[www.myleapconsultancy.com](http://www.myleapconsultancy.com)



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*“When a leader embarks on the journey of self-development, one’s sight becomes clearer, our listening sharper and our intuition instinctive all because our ego is humbled by the knowledge and wisdom that we have so much more to learn”*

- Heidi Small

## About Us

Leading Excellence Accelerating People, Inc. (LEAP) specializes in executive coaching, developing and training transformational leaders, managers and supervisors. Our training and development workshops creates dynamic and engaged teams, we provide facilitation to organizations with a focus on creating a culture focused on measurable performance based goals. Organizations participating in a LEAP experience will develop the skills and knowledge to develop high performing teams, engage in a culture of coaching, mentoring and high performance.

At LEAP, we work closely with our clients to ensure that every performance objective is customized, based on the needs and goals of the organization. We work with leaders at all levels to ensure that each employee is equipped with the skills to inform, implement and execute against the organization's strategy. Our training and development techniques are customized and grounded in current technology, adult-learning principles and targeted strategic development to take leaders and organizations to the next level.

Our robust portfolio of performance driven solutions integrates talent development strategies with organizational goals. We concentrate on executive coaching, facilitation and provide customized multi-faceted leadership and team development training programs to increase and optimize knowledge; management, leadership, supervisory skills and learning. Our organization leverages proven methodology, experienced resources, and best practices to design programs that increase customer satisfaction, employee loyalty, encourage a positive culture for change and improves morale and productivity.

We support our clients by providing, expert consultation, leadership development, executive coaching, capacity building, and project management. Our qualified and professional personnel provide and deliver the highest quality of services. Our certified and accredited executive coaches are experts in the field of leadership development and organizational effectiveness.



**Leadership & Team Development**  
**Professional Training**  
**Change Management**  
**Organizational Development**  
**Culture and Climate Assessment**  
**Executive Coaching**  
**360 Leadership Assessments**

# **LEADERSHIP DEVELOPMENT**

**H**ighly interactive, informative, pragmatic, and energizing, each workshop is designed to make a lasting and positive difference. Rich in content, these engaging workshops cater to different learning styles to facilitate participant involvement and reinforce their retention of the best practice principles and tools.

## **Insights:**

*Our Insights course gives leaders an engaging, reinforcing and transformational insight into themselves and others by examining their own leadership styles and understanding preferences. It enables leaders to develop their interpersonal skills to improve team work performance and create a more positive, productive cultural environment. We assess personality styles using tools such as DISC, Insight Inventory® behavioral indicators as well as a conflict style assessment.*

## **Leading People Managing Performance:**

*Our Performance management and Talent management course focuses on the four step process of managing performance. Our participants increase their working knowledge and ability to manage talent and performance. They learn specifically how to affect and impact the performance of their employees. This course outlines how to get the right people in the right jobs and doing the right things. Our participants learn how to align employees effectively with the organization's strategic goals and objectives. The course teaches the participants how to motivate and inspire employees to raise the bar and open up to more of their potential.*

## **The Leader as a Trust Builder:**

*Participants discover how to build trust and loyalty, set expectations and goals, provide constructive feedback, coach and develop individuals, and motivate their teams to perform at higher levels.*

## **Emotional Intelligence:**

*This workshop provides techniques for gaining more self-awareness and self-control, for acting with empathy and understanding, for influencing and motivating others, and for setting boundaries. The interactive exercises discover and handle emotional triggers and teach how to manage the emotions and behaviors of others, enabling them to influence others and build better relationships.*

## **The Five Levels of Leadership:**

*Built upon the foundational principles from John Maxwell's The 5 Levels of Leadership, this course provides a step-by-step plan for creating and developing leaders.*

## **Situational Leadership:**

*This workshop teaches managers how to become situational leaders, the participant learns how to change his/her style. In situational leadership, the style may change continually to meet the needs of others in the organization based on the situation*

## **InsideOut Coaching:**

*The program design engages leaders to coach on real organizational issues, for greater organizational health and impact. The workshop gives leaders a powerful process and support tools to have effective coaching conversations and unleash the full capacity of their team*

## **Win- Win Conflict:**

*Conflict management focuses on principles and tools designed to address conflict while sustaining and enhancing relationships. The workshop provides pragmatic principles and tools for handling both work related and personal conflict with the intent of achieving win-win outcomes.*

**Managing Difficult People:**

*Our Dealing with Difficult People course lays out a step-by-step strategy for meeting the challenges of supervising difficult people. Our strategy of breakthrough communications, taken in sequence enable the participant to change the game from face-to-face confrontation to side-by-side problem solving.*

**Leading Change:**

*Our Leading Change series concentrates on today's change management initiatives becoming a business discipline, driving bottom-line results through changes in systems and behaviors. We focus on managing change as a critical skill, both for leadership and for workers in an organization. Our class teaches the participant the steps necessary for preparing a change strategy and building support for the change. The participants learn the individual motivators for change and how to use needed components to develop a change management and communications plans and list implementation strategies. Our workshop teaches the participants how to employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction. Our participants learn how to utilize methods for leading change project meetings, celebrating a successful change implementation and sharing the results and benefits.*

**Building Coalitions:**

*Our Building Coalitions workshop compliments our leading change series. Our participants learn the definition of coalition building and learn the methodologies of the partnering of groups in order to achieve a common purpose or to engage in joint activity. Our workshop teaches how to form a coalition with other groups of similar values, interests, and goals. How to combine resources and become more powerful than when they each acted alone.*

*Our participants learn the importance of coalition building and learn the basic skills and ability to build coalitions to attain and maintain influence. Our participants learn how to build a successful coalition by using a series of useful steps that center on the recognition of compatible interests.*

**Leading Virtual Teams:**

*Our Leading Virtual Organizations course teaches our participants the key challenges in managing a virtual team is creating one. Our participants learn to understand the challenges of finding employees that can work well under minimal supervision and can function with different types of technology.*

*Our course teaches the keys to establishing a virtual team and how to hold effective meetings and group sessions. Our participants learn effective ways to communicate with team members and learn tools on how to build trust and confidence among virtual employees. Our facilitators provide tools and techniques on how to handle poor performing employees and how to manage a virtual team during any project.*

**Leading in a Matrix Environment:**

*Our Leading in a Matrix Management Environment develops the leader's ability to build commitment and lead teams when team members do not report to the team leader. Our facilitators focus on leading as empowered adults, how to accept and apply a new system of accountability and use collaborative tools and techniques.*

*Our course describes the features and characteristics of a matrix organization and the characteristics of an effective team and an effective team leader. Our participants learn to analyze the impact that sphere of control and being an empowered adult have on the quality of relationships. Our facilitators teach the three types of matrix accountability and provide working examples.*

**Business Acumen:**

*Our Business Acumen workshop teaches the essential concepts and tools of analysis by using a combination of business simulation and interactive lectures and discussions. Our participants are introduced to the essentials of finance, accounting, strategy marketing and leadership, we provide opportunities to immediately apply what they have learned in an engaging and exciting business simulation.*

**Leading for Results:**

*Our Leading for Results Leadership course teaches the participants the five core competencies for results leadership. How to become results based and data driven, establishing clear goals and using data to assess progress and change course as needed. How to use the self as an instrument of change to move a result, based on the belief that individual leaders are capable of leading from whatever position they hold. Our participants learn how to bring attention to and act on disparities, recognizing that differences and culture impact outcomes. Our course teaches how to master the skills of “adaptive leadership” which makes leaders aware of the impact of values, habits, beliefs, attitudes and behaviors associated with taking action to improve results. Our participants learn how to collaborate with others, understanding that the capacity to build consensus and make group decisions enables leaders to align their actions and move work forward to achieve results.*

**Becoming a Manager:**

*Our Supervisory course lays out a step-by-step strategy and builds capacity to manage the challenges of supervising people. Our strategy of breakthrough communications, taken in sequence, enables the participant to become successful supervisors. Our participants learn how to handle and interact with people diplomatically, effectively and how to become better listeners and communicators through role play and case studies.*

**Employee Motivation:**

*Our Employee Motivation workshop teaches our leaders the way to get the best out of confident and motivated employees. Our sessions teach our leaders how to motivate different groups (motivated or de-motivated) and foster a spirit of teamwork to help individuals work more effectively. Our fun, challenging and inspirational team-building exercises are great morale builders for gaining new insights into team dynamics. We explore techniques on how to motivate and inspire others through influence, as well as teaching the importance of employee motivation.*

**Improving Performance and Productivity:**

*Our Increasing Performance and Productivity workshop focuses on exercises and content tailored for supervisors and managers based on Leading People and Managing Performance leadership methodologies, our classroom based training ensures improved performance and productivity. Our participants learn how to map strategic planning goals to organizational results and ensure strong alignment of the organization’s internal operations while achieving an overall goal to increase productivity and performance.*

**Negotiation Strategies:**

*This workshop teaches negotiation tactics are no longer a secret to decision-makers, but strategizing negotiations to meet goals is a complex process that has yet to become a universal practice. Our negotiation strategies framework combines the quantitative and qualitative to create value throughout the various stages of negotiation. Our seminar guides decision-makers through effective strategy implementation processes that enable multidimensional approaches to negotiations. Participants balance real-world scenarios with pragmatic negotiation goals to create systematic approaches that promote favorable outcomes throughout every negotiation.*

**Mentoring:**

*The course teaches the participant step by step how to plan for a mentoring session, create a mentoring partnership agreement which includes: clarify mentoring goals, roles, and responsibilities, managing mentoring issues and four potential dysfunctions of a mentoring relationship.*

# **TEAM DEVELOPMENT**

**O**ur interactive workshops focus on developing cohesion within a group by examining team dynamics such as trust, perceptions, assumption and leadership. The sessions incorporate hands on activities and discussions that will build capacity and confidence when working with others. By the end of the sessions the participants are equipped to facilitate challenging situations and harness the best of their teams for maximum performance.

## **Building Great Teams:**

*This participative and insightful workshop emphasizes principles and strategies of building and sustaining high performance teams. Participants are equipped with numerous team development tools that can be applied immediately in creating teams that work well together while delivering impressive long-term results.*

## **The 5 Dysfunctions of a Team:**

*Sessions around the five dysfunctions model are designed to teach individuals the skills, disciplines and requirements for leading high performing teams and addresses the obstacles that prevent even the best teams from succeeding.*

## **Teams 101:**

*Our team-building seminars are designed to foster a spirit of teamwork and to help individuals work more effectively as members of a group. The fun and challenging team-building exercises are great morale builders and set up the whole group for gaining new insights into team dynamics.*

## **Communication:**

*Our Communications workshop teaches the participant how to gain insights into their communication style and the styles of others, while building skills to clearly and effectively receive and transmit information, ideas, thoughts, feelings and needs. Whether it is a face-to-face conversation or a professionally written e-mail exchange, the participant learns how to establish a connection that leaves a powerful impression.*

*Our participants learn the tools and gain the knowledge to develop an engaging and responsive communication style that leads to positive results.*

## **Stages of Group Development:**

*This workshop supports the participant in becoming more aware of team dynamics and determining what they might need to develop into a high performing team. It includes a review of the team dynamics that teams experience.*

## **Effective Teamwork Strategies:**

*Our Effective Teamwork Strategies Training Course compliments the better communications training. This workshop provides the participant with the skills to work efficiently and effectively as part of a team. Participants learn effective teamwork skills such as; effective communication, dealing with conflict and good problem-solving and decision-making skills.*

## **Conflict Resolution:**

*Our Conflict Resolution workshop lays out a step-by-step strategy and builds capacity to manage the challenges of working in a conflict environment. Our strategy of breakthrough communications taken in sequence enable the participant to change the game from face-to-face confrontation to side-by-side problem solving.*

## **Managing Multiple Priorities, Projects and Deadlines:**

*Our Managing Multiple Priorities, Projects and Deadlines course focuses on exercises and content tailored for project management and priority setting. Our classroom based training ensures improved performance and productivity by teaching the participant how to meet deadlines by identifying causes of procrastination and indecision, pinpoint personal time-wasters and increase concentration and focus. Our class teaches how to schedule time more effectively, stay on track and keep important projects, deadlines and goals top of mind.*



# **CULTURE AND CLIMATE**

**O**ur interactive workshops focus on developing cohesion within a group by examining team dynamics and teaches participants how to focus on actions to affect the culture and behavior in their workplace. Our sessions present logical, common sense approach to changing individual behavior and improving the culture. Participants learn specific, practical ways to measure the culture of their organizations and to plan culture change strategies.

## **Accountability:**

*This workshop provides an overview of a culture of accountability. Participants discover the meaning of accountability in an organization. At the end of the workshop the participant learn specific tools to increase accountability for themselves and others.*

## **Mastering Change:**

*This seminar helps participants cope with and manage change in the workplace and in their personal lives. The workshop focuses on best-practice principles and pragmatic tools for change agents to facilitate moving from where we are now to where we want to be.*

## **Influence and Collaboration:**

*This workshop introduces the participant to strategies for influencing people and collaborating with others outside of their department or agency but whose mutual assistance and support are critical to accomplishing workplace goals.*

## **Time Management:**

*Our Time Management course teaches the participant how to identify causes of procrastination and indecision, pinpoint personal time-wasters and increase concentration and focus. Our class teaches how to schedule time more effectively, stay on track and keep important goals top of mind to stay in balance and become more effective and productive.*

## **How to Deliver Presentations with Confidence:**

*Our How to Deliver Presentations with Confidence workshop identifies the differences and similarities between briefings and presentations? The participant learns how to address the fears associated with public speaking and learns a step by step guide of what is involved in preparing and delivering a briefing or presentation.*

## **Business Ethics:**

*This course outlines how the company culture determines the ethics of the organization and how organizations should behave ethically in every working relationship. Our participants learn how to define and understand ethics and the business of ethics. Our participants create strategies to implement ethics at work and recognize social and business responsibility as well as learning to identify ethical and unethical behavior. Our participants leave the session knowing how to make ethical decisions and lead with integrity.*

***\*The length of the workshops are tailored to meet your specific needs. Pricing is based on materials, length of workshop and number of participants.***



# **EXECUTIVE COACHING**

*Our executive coaching services focuses on developing the executive's and leader's ability to influence, motivate, and lead others. Rather than relying only on tactical problem solving or basic skill acquisition, our coaching techniques develops strategic thinking skills, emotional intelligence and competence, as well as self-awareness using perception and interpersonal communication tools. Our coaching clients have multiple duties to perform on a daily basis, our coaches prepare and adjust our clients to deal with global issues that pertain to leading change and people to drive organizational success.*

## ***Our executive coaching services create and develop:***

- *Environments focused on results, alignment, accountability and open and honest communication*
- *Strong partnerships with the leaders teams to create environments where support and challenge are mutual, strong, and balanced*
- *More time for thinking and focusing on strategic issues and the ability to better see the "whole playing field"*
- *More effective execution*
- *Methods to identify and overcome self-limiting and counter-productive behaviors that erode trust, respect, and loyalty and undermine productivity and performance*
- *Strategies that build thinking and behaviors that contribute to sustainable success*
- *More balance and satisfaction from a normally intense work week without loss of productivity*
- *Practices that help them stay out in front in their thinking, performance, and leadership*
- *Ways of reducing behaviors and practices that, while possibly helpful earlier in the career, no longer serve them*

## ***Our guiding principles for executive coaching involves three levels of learning:***

1. *Tactical problem solving*
2. *Developing leadership capabilities and new ways of thinking and acting that generalize to other situations and roles*
3. *"Learning how to learn": developing skills and habits of self-reflection that ensure learning continues after coaching ends.*

## ***Our individual and group coaching partnerships are based on agreed-upon ground rules, timeframes, and specific goals and measures of success. We utilize tailored approaches including:***

- *Creating a development plan*
- *Skill building*
- *Performance improvement*
- *Development for future assignments*
- *Exploration, definition, alignment and implementation of the executive's leadership and the organization's business objectives*

## ***Our unique and individualized coaching process tools include:***

- *Pre-coaching needs analysis and planning*
- *Leadership, communication and work style behavioral assessment*
- *Strengths, Weaknesses, Opportunities, Threats (SWOT) performance analysis*
- *Global behavioral 360*
- *Contracting*
- *Data gathering*
- *Goal setting and development of coaching plan*
- *Implementation of coaching plan*
- *Measuring and reporting results*
- *Transitioning to long-term development*

*Our coaching services focuses on using the executive's strengths and building the key competencies needed to achieve strategic business objectives. Our successful coaching partnerships are guided by clear personal values, ethical guidelines, and experiences that establish the credibility of the coaching process and maintain the welfare of the executive. The content of any conversation between the leader and our coaches during an executive coaching session is confidential.*

# LEADERSHIP ASSESSMENTS

*Our Strategic Talent Management consultants and Executive Development services provides a dictionary and directory of global executive customizable behaviors, definitions and competencies. Our consultants work with Senior Management, Human Resources Staff and within HR processes to create and align current competencies and leadership behaviors by conducting and validating competency match alignment. The leader development assessments assess leaders on the "Whole Person" concept measuring aspects and attributes relevant to traits (personality, judgment, and intellect), skills (experiences and expertise), and fit (motives, interests, and values). Assessments measure personality dimensions most highly correlated with leadership performance and identify high performance leadership behaviors through situational judgment scenarios. These assessments are objective in nature and deter any "test taker" bias.*

*We provide a web-based, self-serve and user friendly 360 Degree Feedback Assessment for leaders to receive confidential feedback from the people they work for, work with, interact with, and those that may report to them. To include the employee's peers, direct reports and direct report once removed, and where warranted, select stakeholders. Our web-based assessment asks pre-determined questions covering a broad range of workplace competencies and include questions that are measured on a rating scale and ask raters to provide written comments. We provide and automated 360 feedback assessment to tabulate the results and present them in a format that helps the feedback recipient understand their strengths and opportunities for development and create a subsequent action and development plan.*

*Our assessments provide the opportunity for both standard and customizable reports. We partner with our clients and provide coaching and consultation to create individual development plans, conduct talent reviews, succession planning and select executive development programs for targeted executive leaders.*

**Fig1.** Leadership Competencies

FACTOR I: THOUGHT	FACTOR II: RESULTS	FACTOR III: PEOPLE	FACTOR IV. SELF
<p><b>A. Understanding the Business</b>                      5. Business Insight                      11. Customer Focus                      17. Financial Acumen                      35. Tech Savvy</p> <p><b>B. Making Complex Decisions</b>                      8. Manages Complexity                      12. Decision Quality                      32. Balances Stakeholders</p> <p><b>C. Creating the New and Different</b>                      18. Global Perspective                      19. Cultivates Innovation                      33. Strategic Mindset</p>	<p><b>D. Taking Initiative</b>                      2. Action Oriented                      27. Resourcefulness</p> <p><b>E. Managing Execution</b>                      15. Directs Work                      25. Plans and Aligns                      38. Optimizes Work Processes</p> <p><b>F. Focusing on Performance</b>                      1. Ensures Accountability                      28. Drives Results</p>	<p><b>G. Building Collaborative Relationships</b>                      6. Collaborates                      9. Manages Conflict                      20. Interpersonal Savvy                      21. Builds Networks</p> <p><b>H. Optimizing Diverse Talent</b>                      4. Attracts Top Talent                      13. Develops Talent                      14. Values Differences                      34. Builds Effective Teams</p> <p><b>I. Influencing People</b>                      7. Communicates Effectively                      16. Drives Engagement                      23. Organizational Savvy                      24. Persuades                      37. Drives Vision and Purpose</p>	<p><b>J. Being Authentic</b>                      10. Courage                      36. Instills Trust</p> <p><b>K. Being Open</b>                      29. Demonstrates Self-Awareness                      30. Self-Development</p> <p><b>L. Being Flexible and Adaptable</b>                      3. Manages Ambiguity                      22. Nimble Learning                      26. Being Resilient                      31. Situational Adaptability</p>

**Fig.1**

## For More Information

For more information, please contact Heidi Small C.P.C, Owner, Lead Consultant, Facilitator and Executive Coach

### CONTACT INFORMATION

POC: Heidi Small  
Voice: (404) 247-4776

**D-U-N-S Number:** 079878261  
**TIN:** 47-4326218  
**CAGE Code:** 7FDC7

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