

## **Speaker Profile for Claire Pickens**

Claire is a dynamic speaker and expert in entrepreneurialism, performance management, and the essential technical skills required to craft a compelling business plan. With an Executive MBA emphasizing Organizational Leadership, she brings a wealth of knowledge and experience to her presentations. Claire holds several certifications, including CVPM (Certified Veterinary Practice Manager), SHRM-CP (Society for Human Resource Management - Certified Professional), and CSSGB (Certified Six Sigma Green Belt). Since 2015, she has captivated audiences across the United States as a keynote speaker, classroom instructor, and workshop facilitator, delivering impactful sessions that inspire and educate. As a seasoned business owner and former Director of Learning & Development and Senior Director of Operations, Claire combines practical insights with academic rigor, making her a sought-after voice in the field. Her passion for empowering others shines through in her work as an author and mentor, guiding individuals and teams to achieve their highest potential.

## **Course Title: Navigating High Performance Challenges**

### **Course Description:**

This course, "Navigating High-Performance Challenges," explores the complexities of managing high-performing teams while maintaining a positive workplace culture. Participants will learn to identify key characteristics of high performers, recognize the signs of burnout, and implement proactive leadership strategies to foster balance and engagement. By understanding the unique dynamics of high-performance environments, learners will be equipped to enhance team success and sustain a thriving organizational culture.

### **Course Length: 1 Hour**

### **Course Format Options**

- Keynote
- Classroom Session
- Webinar

### **Learning Objectives**

1. **Identify Characteristics of High Performers:** Learners will be able to list and describe the twelve key characteristics that differentiate high performers (champions) from others in a workplace environment, such as mental toughness, coachability, and optimism.
2. **Analyze Team Dynamics in High-Performance Environments:** Learners will be able to analyze the impact of high performers on team culture, including the potential pressures they may place on other team members and the importance of open communication to balance different work styles.
3. **Recognize Signs of Burnout:** Learners will be able to identify at least ten signs of burnout in high-performing environments, understanding how these signs can manifest in both champions and their teammates.
4. **Implement Burnout Prevention Strategies:** Learners will be able to develop and propose strategies for preventing burnout in high-performance teams, including setting personal and professional boundaries and encouraging the use of paid time off.
5. **Evaluate Leadership Approaches:** Learners will be able to evaluate different leadership approaches that can sustain a positive workplace culture in high-performance environments, focusing on proactive measures to support team members and maintain engagement.