

Participant Guide



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Welcome to GSL SkillBuilder!

In this program, you'll have the opportunity to strengthen communication skills and character skills that are essential for strong leadership and teamwork. This learning system doesn't just introduce you to information about the skill. It will help you get lots of practice, so you rewire your brain and perform the skill automatically.

You'll also have the opportunity to work with a coach who will provide accountability, support, and encouragement as you work to improve a specific skill. Depending on your organization's structure, you'll pair up with a peer coaching partner or work with someone who is coaching several participants

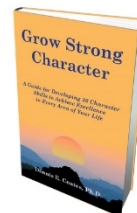
Resources

All the resources you'll need for *SkillBuilder* are in your online account:

Use these two books as your guides.

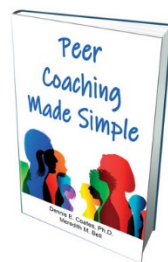


Practical tips and sample dialogues for mastering 10 high-impact communication skills



Specific strategies and examples for developing 36 character skills essential for success

Use these resources when you work with a coaching partner.



Why Peer Coaching



Your Role As a Peer Coach



Micro-learning

Micro-learning videos and practices provide useful tips for one of the 10 communication skills or 36 character skills. You can start applying them immediately in your work.

Program CONTENT

The 46 skills included in GSL SkillBuilder are listed below. Refer to this list to select the skill you want to work on first. You can also seek input from others about the skill they'd like you to focus on.

Communication Skills

- Listen to Understand
- Coach People to Think for Themselves
- Guide Learning from Experience
- Get Buy-in for Expectations
- Offer Encouragement
- Express appreciation
- Give Feedback Constructively
- Accept Feedback Graciously
- Engage in Dialogue
- Resolve Conflict Creatively

Character Skills

Building a stronger SELF

- Self-awareness
- Self-development
- Self-discipline
- Self-confidence
- Self-esteem
- Humility
- Optimism
- Resilience
- Rationality
- Courage
- Composure
- Patience

Building stronger RELATIONSHIPS

- Honesty
- Integrity
- Appreciation
- Forgiveness
- Empathy
- Compassion
- Generosity
- Fairness
- Loyalty
- Trust
- Cooperation
- Service

Building a stronger WORK ETHIC

- Commitment
- Responsibility
- Accountability
- Initiative
- Creativity
- Proactivity
- Decisiveness
- Perseverance
- Effort
- Excellence
- Open-mindedness
- Flexibility

Program STRUCTURE

Become familiar with the terminology you'll see throughout the program.

SKILL: One of the 10 communication skills or 36 character skills

FOCUS: Each skill has two areas of focus:

- Introduction: Learn what the skill is and why it's important
- How-to: Micro-lessons, each one with a specific aspect of the skill for you to apply

PRACTICE: Each micro-lesson contains:

- Suggestion or tip with an action assignment
- Topic for you to discuss with your coach
- Question for you to come back and answer after you've used the skill

Here's an example, from "Accepting Feedback Graciously," of what these 3 elements look like in the program:

The image shows two screenshots of a program interface. The top screenshot is titled "FOCUS 1 Introduction: Accept Feedback Graciously" and features a central card for "PRACTICE 1 THE ACCEPT FEEDBACK MOMENT" with a "VIEW PRACTICE" button. The bottom screenshot is titled "FOCUS 2 How-to: Accept Feedback Graciously" and shows four practice cards (PRACTICE 2 to 5) that are locked, each with a brief description of the practice.

FOCUS 1 Introduction: Accept Feedback Graciously

PRACTICE 1 0/1

THE ACCEPT FEEDBACK MOMENT

Find out the mindset to adopt whenever someone shares...

[VIEW PRACTICE](#)

FOCUS 2 How-to: Accept Feedback Graciously

PRACTICE 2 **ASK FOR FEEDBACK**
Learn why it's important to be proactive in asking for feedback and...
Locked

PRACTICE 3 **DON'T BE DEFENSIVE**
Learn the negative impact of justifying or defending your...
Locked

PRACTICE 4 **APOLOGIZE AND THANK THEM**
Find out the positive impact of offering an apology and thanking...
Locked

PRACTICE 5 **FOLLOW UP**
Learn why this last step in accepting feedback graciously is critical to...
Locked

Using the Program

NOTE: These same steps are also in the Getting Started with GSL SkillBuilder video, which you can [watch HERE](#).

Step 1. Register your account.

You'll receive an email with a link to register your account.

Enter your First Name and Last Name, then create a password. Save the link as a Favorite since you'll be logging into the program often.

Step 2. Check out the Learning Portal.

After you log in, you'll see your Dashboard. The top left displays the two areas of content:



The program opens automatically in **MY LEARNING PORTAL** and displays your learner dashboard.

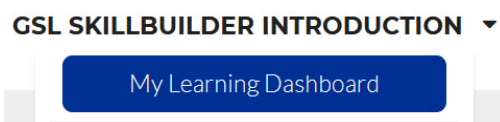
Step 3. Complete all parts of the Introduction section.

You'll see the **GSL SkillBuilder Introduction** listed first. Please complete the four Practices here before selecting your first skill. You'll watch a brief video about the program and access the resources (books and articles) you'll be using as references.

To begin, click the **START SKILL** button.


A screenshot of the 'GSL SkillBuilder Introduction' section. On the left, there is a logo with 'GSL' in a gold circle and 'SKILLBUILDER' in a blue banner. Below the logo is a blue square sign with a white arrow pointing up and the text 'LEARN NEW SKILLS'. To the right of the sign, the text 'SKILL' is in pink. Below that, the title 'GSL SkillBuilder Introduction' is in bold, followed by 'BY: Grow Strong Leaders'. A blue button labeled 'START SKILL' is on the right. Below the title, there is a paragraph of text: 'Complete this section FIRST before selecting your first skill. Learn how to make the most of the resources in GSL SkillBuilder, all designed to help you strengthen 10 high-impact communication skills and 36 character skills. You'll access books, videos, and other resources as you apply a specific skill in your work and in your personal life. You may also work with a coach for support and accountability.' At the bottom left, the word 'DETAILS' is visible.

After you've completed the Practices, mouse over **GSL SKILLBUILDER INTRODUCTION** at the top of the screen, and the **My Learning Dashboard** button will appear. Click that button to return to your Dashboard. *NOTE: You'll repeat this action each time you work on a specific skill and want to return to your Dashboard.*



Step 4. Choose the Learning Path that contains your chosen skill.

On your Dashboard, below the Introduction, you'll see these 4 learning paths, which reflect the skills sets on page 4.



LEARNING PATH

Character Skills: Building Stronger Relationships


BY: Grow Strong Leaders

Learn how to strengthen 12 character skills related to how you create and nurture mutually rewarding relationships in your life and work: Honesty, integrity, appreciation, forgiveness, empathy, compassion, generosity, fairness, loyalty, trust, cooperation, and service.

DETAILS

12
LEARNING ITEMS

[VIEW LEARNING PATH](#)



LEARNING PATH

Character Skills: Building A Stronger Self

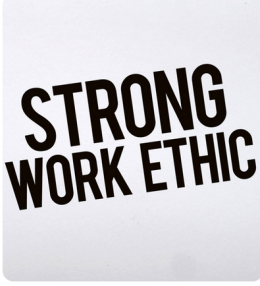
BY: Grow Strong Leaders

Learn how to strengthen 12 character skills related to doing the hard things involved in meeting a variety of problems and challenges in your life and work: Self-awareness, Self-development, Self-discipline, Self-confidence, Self-esteem, Humility, Optimism, Resilience, Rationality, Courage, Composure, and Patience.

DETAILS

12
LEARNING ITEMS

[VIEW LEARNING PATH](#)



LEARNING PATH

Character Skills: Building A Stronger Work Ethic


BY: Grow Strong Leaders

Learn how to strengthen 12 character skills related to succeeding as you deal with the inevitable challenges in your work: commitment, responsibility, accountability, initiative, creativity, proactivity, decisiveness, perseverance, effort, excellence, open-mindedness, and flexibility.

DETAILS

12
LEARNING ITEMS

[VIEW LEARNING PATH](#)



LEARNING PATH

Communication Skills

BY: Grow Strong Leaders

Learn how to improve 10 high-impact communication skills that are essential for strong teamwork: listen to understand, coach people to think for themselves, guide learning from experience, get buy-in for expectations, offer encouragement, express appreciation, give feedback constructively, accept feedback graciously, engage in dialogue, and resolve conflict creatively. You'll access 45 micro, how-to videos and have two books as your guides, "Connect with Your Team" and "Peer Coaching Made Simple."

DETAILS

10
LEARNING ITEMS

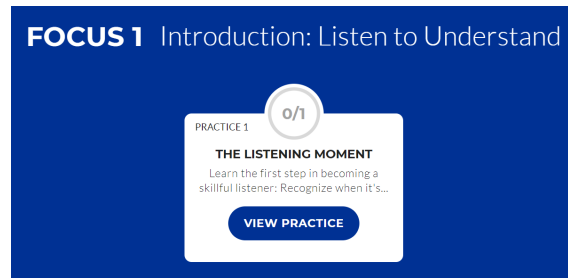
[VIEW LEARNING PATH](#)

- Click **VIEW LEARNING PATH** for your chosen skill. *You'll see the set of skills for that learning path.*
- Scroll down the page to find your selected skill, and click **START SKILL**.

*If you're not sure which skill to choose, **Listen to Understand** under **Communication Skills** is an excellent place to begin! All the skills have a similar set-up.*

Step 5. Complete Focus 1, the Introduction to the skill.

Each skill has an Introduction that explains what the skill involves and why it's important.



- a. Click **VIEW PRACTICE** to see the introduction video.

FOCUS 1 Introduction: Listen to Understand

PRACTICE 1 0/1

THE LISTENING MOMENT
Learn the first step in becoming a skillful listener: Recognize when it's...

VIEW PRACTICE

Listen to Understand
"Know When You Need to Listen"

Learn the first step in becoming a skillful listener: Recognize when it's time to listen.

WHAT SHOULD I DO? **REDO**

Watch the video above, "Know When You Need to Listen."

Click the link below for the Listening Moment and Mindset, and read the text every morning for the next week.

[Listen to Understand Moment-Mindset](#)

Look for at least one listening moment every day, and adopt the listening mindset.

Then come back to this Practice, type in your answer to the question in the writing assignment box below, and click "I DID IT."

If you're working with a coach, at your next session talk about how you've practiced the listening moment and mindset.

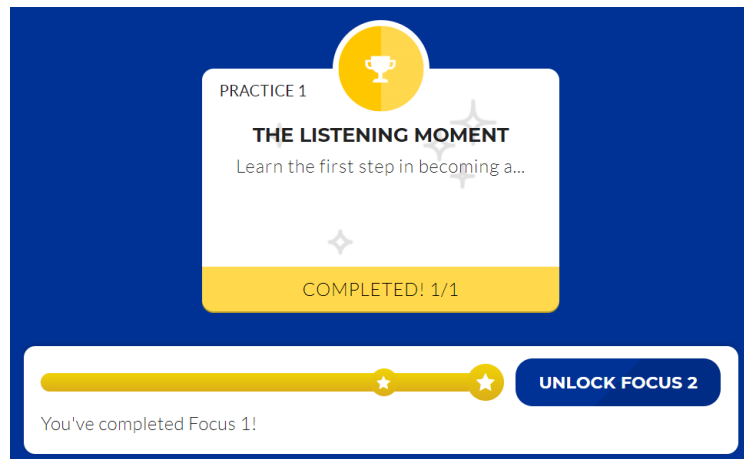
LEVEL OF DIFFICULTY: Easy
TIME FRAME: 5-10 minutes
PROGRESS: 1 / 1

WRITE YOUR ANSWERS BELOW

What types of situations have you begun to recognize as listening moments? What adjustments have you made to your listening mindset to become a more effective listener? 1 / 1

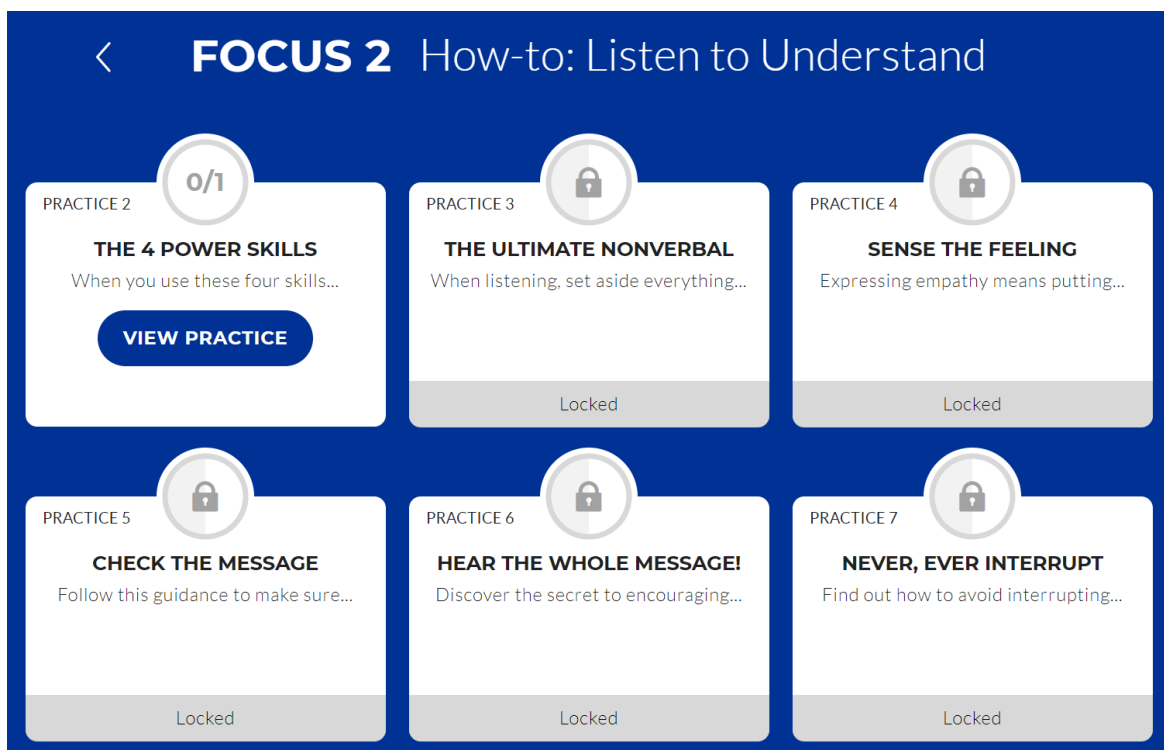
After you complete the Introduction, you can proceed to Focus 2, which has all the other videos for this skill.

b. Click **UNLOCK FOCUS 2** to continue.



Step 6. Complete each How-to Practice in Focus 2.

You'll go through these videos in sequence because they often build on the previous one.



At the end of each Practice, you'll see suggestions for discussion points when you meet with your coaching partner. Meet regularly with this person to accelerate mastery of your chosen skill.

In addition, you'll come back to the program to answer a question about your experience practicing the skill. Your answers will be stored in your journal and, if applicable, shared automatically with your coach.


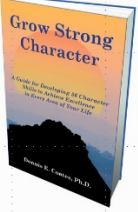
Content Library

If you need to access one of the books or articles, click **CONTENT LIBRARY** in the top left of your Dashboard.

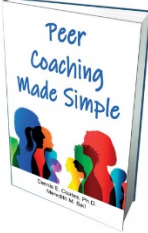


MY LEARNING PORTAL

CONTENT LIBRARY

You can download these resources from the library. *Once you've downloaded a specific PDF book or article, it will appear on your dashboard instead of in the library.*

	<p>Use these two books as your guides.</p>	
<p>Practical tips and sample dialogues for mastering 10 high-impact communication skills</p>		<p>Specific strategies and examples for developing 36 character skills essential for success</p>

Use these resources when you work with a coaching partner.

	<p>Why Peer Coaching</p> 	<p>Your Role As a Peer Coach</p> 
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The keys to success with *GSL SkillBuilder* are to practice a skill as often as you can and to meet with your coaching partner regularly for encouragement, support, and accountability.

Need Help?

If you have questions or need help, contact the person who set up your subscription.