



Leadership Development

Program Agenda

PROGRAM OVERVIEW & COURSES 01-05

A 10-course workbook-based program that strengthens professional practices, people leadership, and operational judgment.

Class format: Participants complete a dedicated workbook during each class. Every class includes subject review, guided discussion and practical exercises, followed by testing on the material covered.

01

Transitioning from Employee to Manager

Understand the shift from individual contributor to team leader. Build credibility, supervise former peers fairly, set boundaries, give direction, and create a practical first-30-days management plan.

02

Social Styles, Emotional Intelligence, and Self-Awareness

Understand communication preferences, recognize personal triggers, and adapt tone, pace, and detail. Develop composure, empathy, and awareness of how leadership behavior affects others.

03

Professional Communication and Difficult Conversations

Communicate clear expectations, write actionable messages, and select appropriate channels. Practice active listening, productive disagreement, focused meetings, and respectful resolution.

04

Leadership Accountability, Integrity, and Receiving Feedback

Own decisions and mistakes, accept correction, and follow through on commitments. Apply consistent standards, disagree professionally, and rebuild trust through dependable behavior.

05

Coaching, Recognition, and Employee Development

Identify learning needs, demonstrate tasks, and provide specific feedback. Use recognition, developmental check-ins, and practical growth plans to build employee confidence and independence.



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COURSES 06-10 & PROGRAM COMPLETION

06

Delegation, Time Management, and Follow-Through

Set priorities and assign clear outcomes, owners, deadlines, and authority. Plan workloads, establish coverage and checkpoints, address barriers early, and verify completion without micromanaging.

07

Critical Thinking, Root-Cause Analysis, and Decision-Making

Verify facts, challenge assumptions, and distinguish symptoms from underlying causes. Compare options, assess consequences, recognize escalation needs, and evaluate results.

08

Professional Boundaries, Confidentiality, and Employee Trust

Maintain fair professional relationships, protect sensitive information, and receive employee concerns appropriately. Practice neutral documentation, sound escalation, and respectful handling of questions and mistakes.

09

Operational and Business Fundamentals for Leaders

Connect staffing, labor, revenue, capacity, retention, and client experience to daily decisions. Interpret information in context and balance efficiency with safe care and operating standards.

10

Leading Change, Team Culture, and Leadership Continuity

Explain changes, gather questions, and support adoption through demonstration and follow-up. Build cooperation, cross-train employees, develop future leaders, and sustain improvements.

Program Completion & Certificate

Participants complete all 10 class workbooks and the testing for each class. At the end of the entire program, participants receive a Dogs 24/7 Leadership & Professional Development Certificate of Completion.