

Baseline skills every leader should master.

The relationship you cultivate with your employees is the most important role of a leader.

It is a leader's job to create an environment in which employees can feel motivated and supported, and to recognize and cultivate each person's unique strengths and talents.

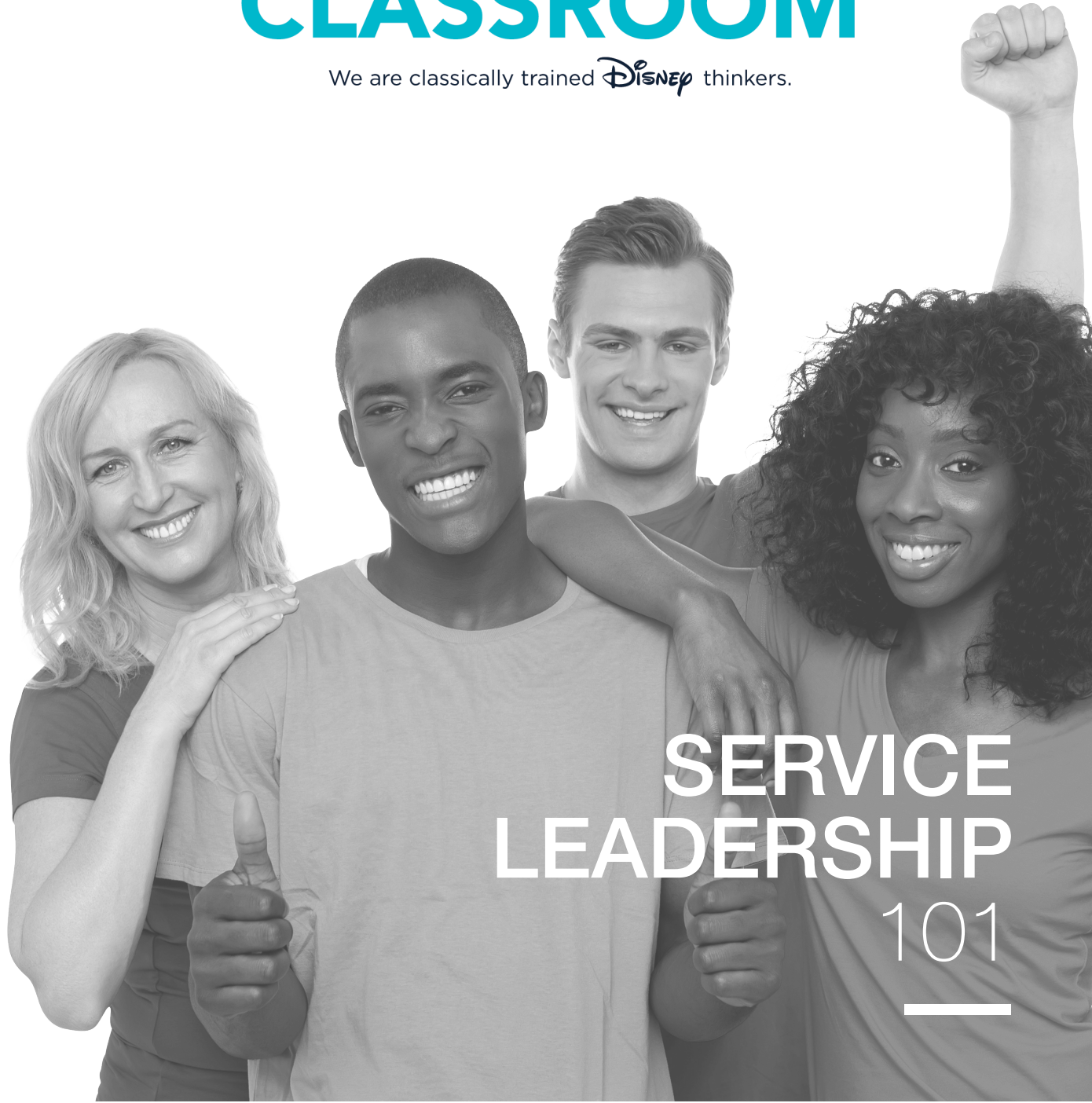
SERVICE LEADERSHIP 101

Is a series of six (6) modules designed to equip a leader with the basic skills needed to reinforce a culture of service and engagement in the organization. Think of this as the concrete **every leader needs**. Without a strong foundation as we know, most structures will fail—and so it is with service.

Master these basics, reflect upon them often, spend time as a leadership team working them and exploring them - and watch your organization thrive.

ONBOARD OXYGEN CLASSROOM

We are classically trained  thinkers.





Master storytellers with pixie dust and passion.

We make no bones about it.

Everyone who works with ONBOARD OXYGEN
CLASSROOM comes with Disney DNA.
Our facilitators are simply the best.

Many of us have worked for other legendary
companies in a variety of industries including sports
management, the non-profit sector, government,
manufacturing and healthcare. Each partner brings a
unique set of facilitative talents to the table.

Yes, it all started with the mouse, but we've also
cultivated seasoned portfolios of practice, evidence
and skill, which allows us to holistically develop and
implement the best learning for you.

Six sessions designed to agitate your thinking.

Module 1 | Onboarding

The purpose of a successful onboard is to ensure that each employee is emotionally connected to the mission, vision and purpose of the organization and that he or she feels like they have made the right decision in coming to work for you.

Module 2 | Setting Expectations

Whether you're setting expectations for your leadership team or for your frontline employee, you must communicate clarity. In any job level, expectations must be clear. While setting expectations, be clear about responsibility, procedures and methodology.

Module 3 | Observing Behavior

Observing behavior is the easiest way to see how your employees are performing. And nothing connects me to you as a leader than seeing you lead by doing and demonstrating for me each day what really matters. This I trust.

Module 4 | Providing Feedback

As you observe behavior, feedback is your vehicle to share with an employee what you want them to continue to do and/or what performance you want to reinforce.

Module 5 | Building Mutual Accountability

Mutual Accountability is about the relationship between you and your employee and how you establish ownership and responsibility for the work you will do together.

Module 6 | Reinforce, Reassure and Recognize Performance

Catching people doing it right is what we always hear to reinforcing desired behaviors. Don't underestimate this step. As an employee, it is important that you positively support and acknowledge what you feel I am doing well.

Modules can be customized to meet your organizational needs with delivery.

Our Brand Promise

We want you to be delighted.

We look for innovative ways to teach and inspire with a fresh perspective. Our promise to you is always:

- The highest quality design and development.
- Creative and innovative learning approaches.
- Interactive classroom energy.
- Simple and clean design.
- The best facilitators you can find on the planet.

Contact Us

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