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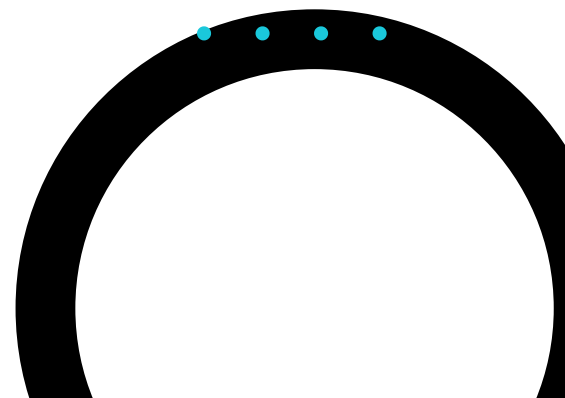
**Training  
Catalog**



# **THE LEADERSHIP HAVEN**

## **TRAININGS AND WORKSHOPS**

**EMPOWERING LEADERS AND  
ORGANIZATIONS WITH  
TRANSFORMATIONAL  
LEADERSHIP SOLUTIONS**



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# WELCOME MESSAGE

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Empowering Leaders and Organizations with Transformational Leadership Solutions. Explore a catalog of impactful, evidence-based workshops designed to build strong teams, elevate leadership, and support inclusive, results-driven cultures

We understand that every organization is unique, and we are committed to tailoring our training proposal to align with your specific goals, challenges, and industry requirements. Our team will collaborate closely with you to customize the content, examples, and case studies, ensuring that the training addresses your organization's specific context and objectives.

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**Tessie Watts, M.Sc.**  
*CEO/Founder*



# THE LEADERSHIP HAVEN

## Who We Are

The Leadership Haven Resource Center is a premier leadership development and organizational consulting firm dedicated to equipping individuals, teams, and organizations with the tools to lead with clarity, purpose, and lasting impact. Since 2020, we've expanded our reach through transformative programming, strategic partnerships, and a bold commitment to leadership excellence.

## Our Mission

To empower leaders and organizations with transformational leadership solutions that create sustainable growth, improve team performance, and strengthen community impact.

## Our Core Values

- Accountability – We own our results and guide others to do the same.
- Balance – We believe effective leadership begins with wholeness and self-awareness.
- Consistency – We deliver with excellence—every time, every session.





## Purpose of This Catalog

This catalog provides a brief overview of the leadership trainings offered under The Leadership Haven Institute (TLHI)—our dedicated arm for delivering high-impact professional development. Each training session is designed to be facilitated within 2 to 4 hours, offering practical tools, interactive learning, and immediate application.

All trainings are customized to align with industry-specific needs, ensuring that participants receive relevant strategies tailored to their environment. From nonprofit leadership and executive presence to conflict resolution and team performance, each session is thoughtfully crafted to meet your organization where it is—and move it forward.

To expand our reach and impact, The Leadership Haven partners with a network of certified consultants and facilitators to deliver some of the trainings featured in this catalog. These partners are carefully selected and trained to uphold the same high standards of quality and excellence you've come to expect from The Leadership Haven.

This catalog is your starting point to identify the right training experiences to support your leaders, your culture, and your mission.



# Training Table of Contents

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## **Leadership Skills & Strategy**

- Delegation Skills for Leaders
- Essential Components of Effective Leadership
- From Survival Mode to Strategic Mode
- High-Impact Presentations
- Negotiation Skills for Leaders
- Solution-Focused Leadership
- Unleashing Talent in Others

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## **Communication & Collaboration**

- Breaking Down Silos
- Cross-Cultural Communication in the Workplace
- Improving Team Communication
- Public Speaking for Leaders

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## **Organizational Change & Crisis Leadership**

- Crisis & Team Management
- Leading Through Times of Uncertainty
- Leading Your Team Through Change
- Understanding Team Dynamics

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## **Emotional Intelligence & Personal Mastery**

- Align360 for Leaders
- Leading with Emotional Intelligence
- Psychological Safety in the Workplace

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## **Customer Service & Brand Experience**

- Customer Service Etiquette for Leaders
- Exceptional Customer Service
- Social Impact Storytelling

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## **Board Development & Governance**

- Accountability Training for Managers
- Ethics & Accountability for Nonprofit Boards
- Team Building Toolbox for Boards

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## **Diversity, Equity & Inclusion (DEI)**

- Leading a Diverse and Multi-Generational Organization
- Managing Unconscious Bias in the Workplace
- The Stages of Cultural Competence

# DESCRIPTION

## LEADERSHIP SKILLS & STRATEGY

### Delegation Skills for Leaders

Participants will leave with a clear understanding of how to delegate effectively, empowering their teams, improving productivity, and freeing up time to focus on high-level leadership tasks.

### Essential Components of Effective Leadership

Participants will be able to identify and apply key leadership traits—such as vision, accountability, and adaptability—that contribute to effective and sustainable leadership across all levels of an organization.

### From Survival Mode to Strategic Mode

Participants will shift their leadership focus from reactive crisis management to proactive strategic planning for long-term success.

### High-Impact Presentations

Participants will walk away with the ability to structure and deliver dynamic presentations that not only inform but inspire action, using storytelling, visuals, and audience engagement techniques.

### Negotiation Skills for Leaders

Participants will be equipped with practical negotiation tools and confidence to reach mutually beneficial outcomes, manage difficult conversations, and lead negotiations with clarity and control.

### Solution-Focused Leadership

Participants will know how to approach challenges with a forward-thinking, strengths-based mindset and will be equipped with practical tools to guide teams toward actionable solutions.

### Unleashing Talent in Others

Participants will learn how to identify, nurture, and leverage the unique strengths of their team members to enhance performance, motivation, and retention.

2025



# WORKSHOP DESCRIPTION

06

## COMMUNICATION & COLLABORATION

### **Breaking Down Silos**

Participants will learn practical strategies to foster cross-departmental collaboration, reduce internal barriers, and build a culture of shared goals and open communication.

### **Cross-Cultural Communication in the Workplace**

Participants will strengthen their ability to communicate effectively across cultural lines, enhancing collaboration, understanding, and team cohesion in diverse work environments.

### **Improving Team Communication**

This session equips participants with skills to enhance clarity, active listening, and collaborative dialogue, resulting in stronger team cohesion and fewer misunderstandings.

### **Public Speaking for Leaders**

By the end of this session, participants will gain the confidence and communication strategies needed to deliver compelling, audience-centered presentations with clarity, presence, and executive poise.

2025





# DESCRIPTION

## ORGANIZATIONAL CHANGE & CRISIS LEADERSHIP

### **Crisis & Team Management**

Participants will be prepared to lead teams effectively through high-pressure situations by prioritizing people, stabilizing workflows, and making sound decisions under stress.

### **Leading Through Times of Uncertainty**

Participants will learn practical tools and decision-making strategies to lead with clarity, confidence, and resilience during periods of change, disruption, or ambiguity.

### **Leading Your Team Through Change**

This session equips participants with tools to lead through transition with confidence—balancing empathy with structure while keeping their teams informed, engaged, and aligned.

### **Understanding Team Dynamics**

Participants will gain insights into team development stages, individual roles, and group dynamics, helping them build stronger, more cohesive, and higher-performing teams.

2025



# DESCRIPTION

## EMOTIONAL INTELLIGENCE & PERSONAL MASTERY

### **Align360 for Leaders**

This session equips participants to align their personal values with professional roles, resulting in more authentic, purpose-driven leadership and greater impact within their organization.

### **Leading with Emotional Intelligence**

Participants will increase their self-awareness and empathy, learning how to manage emotions—both their own and others’—to improve communication, boost morale, and lead with influence and impact.

### **Psychological Safety in the Workplace**

Participants will understand the foundational elements of psychological safety and will learn how to create team environments where individuals feel safe to express ideas, take risks, and contribute fully.

## CUSTOMER SERVICE & BRAND EXPERIENCE

### **Customer Service Etiquette for Leaders**

Participants will develop the ability to model and lead customer-first behaviors, setting the tone for professional, respectful, and solution-oriented interactions at every level.

### **Exceptional Customer Service**

Participants will leave with proven techniques to consistently deliver memorable, empathetic, and brand-aligned customer service that builds trust and loyalty.

### **Social Impact Storytelling**

Participants will develop the skills to craft and deliver powerful, purpose-driven narratives that inspire donor engagement, stakeholder support, and community connection.

# DESCRIPTION

## BOARD DEVELOPMENT & GOVERNANCE

### **Accountability Training for Managers**

Managers will walk away with the tools to build a culture of accountability, set clear expectations, and drive consistent performance across their teams.

### **Ethics & Accountability for Nonprofit Boards**

This session empowers board members to uphold ethical standards and implement transparent, accountable governance practices that build organizational credibility and trust.

### **Team Building Toolbox for Boards**

Board members will gain access to a set of interactive tools and exercises designed to strengthen trust, improve engagement, and enhance decision-making as a unified team.

## DIVERSITY, EQUITY & INCLUSION (DEI)

### **Leading a Diverse and Multi-Generational Organization**

Participants will gain actionable strategies to bridge generational and cultural differences, fostering inclusion, respect, and unity across varied team perspectives.

### **Managing Unconscious Bias in the Workplace**

This session helps participants recognize, interrupt, and reduce unconscious bias, laying the foundation for more inclusive, respectful, and equitable workplace practices.

### **The Stages of Cultural Competence**

This session guides participants through the progressive stages of cultural competence, helping them increase awareness, develop sensitivity, and lead with cultural intelligence.



# STRATEGIC PLANNING

## CRAFTING ROADMAPS FOR STRATEGIC SUCCESS

Unlock your organization's full potential with our customized Strategic Planning services, specifically designed to address the unique needs of nonprofits and businesses.

We offer a comprehensive and agile approach, helping you redefine your mission, streamline operations, and set clear, measurable goals that lead to sustainable success.

Through stakeholder engagement and tailored strategies, we ensure that your organization is equipped to navigate challenges and seize opportunities. Let us guide you toward long-term growth, increased impact, and measurable outcomes that align with your vision for the future.



## BOARD DEVELOPMENT

Elevate the effectiveness of your board and enhance its impact on your organization's success. Our board development services provide guidance and training to strengthen governance practices, optimize board composition, and improve board dynamics. By aligning your board's strategic focus with organizational goals, we help you create a high-performing board that drives decision-making, accountability, and long-term sustainability.

# Executive Leadership Accelerator Program

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Organizations often promote top performers into leadership roles—but without the skills, confidence, or tools to lead effectively.

## OVERVIEW

The result?

- Communication breakdown
- Turnover rises
- Missed goals

The Leadership Haven's Executive Leadership Accelerator helps your team close the leadership gap through executive coaching, live training, and strategic tools.

Designed for mid-level and emerging leaders (up to 5 leaders per cohort).

## WHAT'S INCLUDED

### 1. Strategy & Discovery Session (2 hour)

Your journey starts with alignment. Before the first training, we meet with your HR leader or executive sponsor to conduct a Leadership Capability Gap Analysis. Together, we create a customized leadership development map, ensuring the program outcomes are tied directly to your strategic objectives and cultural values.

### 2. Individual Executive Coaching (3 sessions per participant – 1 hour each month)

Each participant receives three personalized coaching sessions designed to support role-specific development, performance acceleration, and leadership mindset transformation.

### 3. Evidence-Based Leadership Training (6 sessions, 90 minutes each)

Held twice per month, these virtual sessions integrate research-backed frameworks with applied learning, simulations, and leadership labs. Each module is crafted to build tactical and relational leadership agility.

Core Competencies Covered:

- Behavioral-Based Leadership
- The Leadership Communication Playbook
- Leadership Visibility & Team Engagement
- Mastering Conflict & Difficult Conversations
- Coaching & Empowering Through Culture-Building
- Lateral Leadership

### 4. Group Coaching Sessions (2 sessions, 60 minutes each)

At key milestones (midpoint and end), participants come together for facilitated group coaching. This reinforces collective accountability and shared learning across teams.

By the end of this accelerator, your leaders will show up differently—more aware, more capable, and more impactful.

## PROGRAM OUTCOMES

They will:

- Lead with clarity and confidence, aligned to your company's mission and values
- Communicate with strategic intent and emotional intelligence, even under pressure
- Navigate complex decisions and conflicts with poise and consistency
- Build cohesive, high-performing teams by fostering trust and accountability
- Influence beyond their function, contributing meaningfully across the organization

This isn't just training—it's a strategic elevation of your leadership culture.





## RELATABLE

"Mrs. Tessie was excellent-very relatable, provided great examples, and answered all questions politely and professionally!" - F. A

## HELPFUL

"Thank you very much. The information was helpful, presented in an organized way, and easy to understand." - S. M

## IMPACT

"This was an amazing training, well designed to cause an impact in the target trainees... the best training I've ever been to." - J. S

## PREPARED

"Speaker was so prepared... should be mandatory for supervisors and managers." - L. V

## EXCEPTIONAL

"Awesome training, and the presenter was exceptional!" - D. S

## THANK YOU

"Tessie was wonderful! Really could've been an all-day class... THANK YOU!" - S. P



OUR VALUED  
CLIENTS

# IMPORTANT CONTACT

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## NEXT STEPS

Thank you for exploring The Leadership Haven's Training Catalog. We're excited to support your leadership journey.

To schedule a training, request a consultation, or customize a session for your team, please contact us directly or visit our website. Our team is ready to help you identify the right solutions to meet your organizational goals.

Let's build unforgettable leaders—together.

