



BETTER YOUR BEST: WHOLE LEADERSHIP

Course Overview

The objective of this leadership and team training program is to support senior and emerging leaders to unleash their leadership and be adaptable to this ever-changing world. Participants will learn and practice the various frameworks and skills required to respond to various challenges: meeting the needs of the customer, working effectively on teams, understanding others, and responding under pressure. Learning topics include customer-centric leadership, conscious leadership, influencing without authority, and an introduction to emotional intelligence.

- **Pre-work:** completion of the TTI DISC or EQ Assessment
- **Delivery:** Modules can be purchased individually or in a package and are delivered synchronously online.
- **Schedule:** To be determined with participants.

Package Options

Course Capacity: 3-18. Total Training Hours: 16 hours for total comprehensive package, or 2-4 hours / module as outlined below.

Comprehensive Package (3 participant min.):	Participant(s):	Total Cost for all 4 modules:	Per Person Cost:
	Three (3)	\$9000 + GST	\$3000 + GST
Each additional person (participants 4 through 18): \$600 per module + GST			
A La Carte pricing for Individual Modules (3 participant min.):	Participant(s):	Total Cost per 2x2hour module:	Per Person Cost:
	Three (3)	\$3000 + GST	\$1000 + GST
Each additional person (participants 4 through 18): \$600 per module + GST			

Detailed Course Content

<p><i>"If we can be in the world in the fullness of our humanity, what are we capable of?"</i></p> <p>~ Wheatley & Kellner-Rogers</p>	<p>By the end of the program, the leader will have a stronger understanding of who they are as a leader, what their strengths and weaknesses are.</p>
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<h3>1. Customer-Centric Planning</h3>	
<p>Learn and understand the customer-centric framework; its core components and how best to integrate it into organizations. Key components include defining customer, customer feedback, designing customer experiences, recalibrating for customer needs. Ultimately participants will learn how to organize and deploy the resources required to execute exceptional service.</p>	<p>2 x 2-hour sessions</p>
<h3>2. Conscious Leadership & Radical responsibility</h3>	
<p>Conscious leadership means being aware of who you are as a leader and taking responsibility for how you are showing up. Conscious leaders take full responsibility for their actions because trust, accountability, and commitment drive results. Participants will define conscious leadership and radical responsibility. They will be Introduced to above/below the line thinking. And they will walk away with a clearer idea of the role conscious leadership and responsibility take in achieving strategic objectives</p>	<p>2 x 2-hour sessions</p>
<h3>3. Influencing without Authority</h3>	
<p>Participants will learn a few of the key skills required to influence without authority: level 3 listening, open-ended questions, mirroring, paraphrasing. They will also use their DISC learning to identify the behavioral style of the person they are communicating with. Finally, they will practice influencing using the PREP framework.</p>	<p>2 x 2-hour session</p>
<h3>4. Emotional Intelligence</h3>	
<p>Emotional Intelligence is the ability to recognize, understand, and use the power of emotions to facilitate high levels of collaboration and productivity. Participants will learn about the key components of emotional intelligence: self-regulation, self-awareness, motivation, social awareness, and social regulation. The end results of stronger emotional intelligence is a stronger ability to perform under pressure, stronger collaboration with peers, and increased empathy and social skills.</p>	<p>2 X 2-hour session</p>

Course Lecturer

	Carolyn de Voest B. Ed CPCC MBA	carolyn@betteryourbest.ca 778-238-6448
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Founder and Principal of Better Your Best Business Performance Specialists for over 12 years, Carolyn works with leaders to achieve and exceed their best. Through coaching, consulting, training, and speaking, Carolyn and her team of associates equips organizations to enhance their leadership, optimize their teams, and get results. She believes that to be successful, businesses need to put their people first, foster cultures of ongoing learning, and continuously engage in courageous conversations. Carolyn's clients appreciate her for her ability to ask powerful questions, listen intently and identify that which is not being said. She is direct in her approach to get at the essence of that what is most important and needed to address to overcome challenges and achieve goals.

A lifelong student Carolyn has been dedicated to learning about all elements of human and business performance. Carolyn holds a Bachelor of Education from McGill University, a Master of Business in Management Consulting from Royal Roads University and is an accredited coach through the Coaches Training Institute. Carolyn's teaching, speaking and facilitation experience includes engagements with organizations such as for the Women's Tennis Association (WTA), British Columbia Institute of Technology (BCIT), Entrepreneurs Organization, Young Presidents Organization, Carrie Doll Consulting and W North.

Carolyn likes to better her own best by exploring the world, she has been to over 20 countries, engaging in physical events such as a charity bike relay across Canada and volunteering in her community. In her free time Carolyn can found on outdoors on a bike, skis or working on her tennis game with her young family.