



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		

Assessment Methods

Participants who complete Whole Leadership Training will develop the capabilities and confidence required to address a variety of leadership challenges: responding to the needs of their customer, working effectively on teams and in groups, engaging in powerful partnerships, influencing with little authority. After each training module, participants will be given homework to integrate and practice their new skills in real time. They will be given “case study” situations where they will practice specific key learnings associated with that module. Participants will collaborate with peers, complete forms and share real time learning observations in their personal online training portal. Key learnings and observations will be debriefed at the beginning of the subsequent module, and in the training portal at the end of training.

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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1. Customer-Centric Planning

Learning Objectives	Learning Outcomes	Hours
<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>Participants will be able to:</p> <ul style="list-style-type: none"> • Identify and define key stakeholders (customers) • Assess and choose the best methods for soliciting client feedback • Clearly define net promoter score and its role in customer-centric planning • Evaluate client feedback to design and facilitate experiences to meet the needs of the customer • Conduct an after-engagement review to evaluate the success of a customer-centric initiative 	<p>2 x 2-hour sessions</p>

2. Conscious Leadership & Radical Responsibility

Learning Objectives	Learning Outcomes	Hours
<p>Conscious leadership means being aware of who you are as a leader and taking responsibility for how you are showing up. Conscious</p>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • Understand the role of trust & vulnerability in creating meaningful partnerships 	<p>2 x 2-hour sessions</p>

<p>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>	<ul style="list-style-type: none"> • Understand how to build and cultivate trust on teams with various exercises • Define and understand behaviors that contribute to or take away from key partnerships • Define the personal responsibility model that assess' one's ability to quickly respond when under pressure 	
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3. Influencing without Authority

Learning Objectives	Learning Outcomes	Hours
<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>Participants will be able to:</p> <ul style="list-style-type: none"> • Recognize their primary behavioral style, understand its strengths and limitations, and how it intensifies in pressure situations • Recognize the primary behavioral style in others by knowing the DISC theory • Understand the different communication styles and triggers associated with different behavioral styles • Learn a framework for negotiating and practice the required skills: building rapport, seeking to understand, using powerful questions, level 3 listening, defining shared objectives and evaluating outcomes 	<p>2 x 2-hour sessions</p>

4. Emotional Intelligence

Learning Objectives	Learning Outcomes	Hours
<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</p>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • Know the difference between self-regulation, self-awareness, motivation and social awareness • Define the methods required to strengthen self-regulation, self-awareness, motivation and social awareness • Develop under pressure: <ul style="list-style-type: none"> ○ Increased awareness as to how they are feeling about a situation ○ How others are feeling about the situation ○ What is happening in their environment that is not being said s 	<p>2 x 2-hour sessions</p>

increased empathy and social skills.	<ul style="list-style-type: none"> • A stronger ability to manage relationships and maintain networks 	
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Course Lecturer

	<p>Carolyn de Voest B. Ed CPCC MBA</p>	<p>carolyn@betteryourbest.ca 778-238-6448</p>
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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.