

Essential Leadership Skills

Do you have newer supervisors who are in need of formal training due to some of the following challenges?

- An older work mentality culture
- Lack of communication skills, especially in dealing with difficult conversations/situations
- High turnover rate with new hires

The impact of not addressing these challenges is a continued trend of high turnover with new employees, taking longer than necessary to resolve issues resulting in decreased productivity, and not fulfilling the company expectations.

Session 1 – The Mindset of a Great Leader

- Explore where bad attitudes come from
- Understand how our minds work and how it impacts those around you

Session 2 – Effective Communication

- Understand the different types of personalities on your team
- Recognition that motivates

Session 3 – Dealing with Difficult Conversations and Conflict

- Recognize and be prepared for tough situations
- Learn how increasing your Emotional Intelligence can help

Session 4 – Problem Solving

- Learn a 4 step model to change the way you look at a problem
- Introduction to the “Next” exercise to brainstorm for solutions

Session 5 – Taking Ownership / Building Confidence in Yourself and Others

- Learn how leaders set the example for their team
- 3 Keys to owning the problems you find

Session 6 – Team Building & Skill Transfer

- Strengthening the bond between your peers
- Learn easy and effective ways to strengthen the team you lead

Instructor: Lisa Pustelak, NWIRC Employee Development Specialist

Lisa is an Employee Development Specialist at NWIRC and previous founder and CEO of LEDGE Enterprises, LLC. She is a Certified DDI Facilitator.



6-Part Workshop

September 10, 17, 24
October 1, 8, 15

10:00am-12:00pm

at North Central PA Launchbox
powered by Penn State, DuBois PA

Cost: \$599

*(Receive early-bird discount
if registering 2-weeks prior)*



#EmpowerWithNWIRC

For more information or to register: www.nwirc.org/events
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