

The following four sessions were covered during the training program:

COACHING AND DEVELOPING

Learn to coach team members for increased work performance. Increase your success when addressing performance issues through developing awareness of the strengths and weaknesses of the four primary coaching functions.

MANAGING CONFLICT

Learn to identify personal styles of conflict management and how to appropriately address and diffuse anger. Practice the five different strategies typically used in conflict resolution to facilitate creative "win/win" solutions. Get peer feedback on a current conflict solution.

INFLUENCING OTHERS

As a leader, you are frequently in situations where you wish to influence others to get a decision to go your way, to change opinions and attitudes or to persuade someone to do something. In this session, you will explore different approaches to influencing others, gain a heightened awareness of the psychology of persuasion and learn how to maintain productive relationships.

MASTERING THE CHANGE CURVE

In leadership, your mission is to become a change agent—leading and driving change as well as helping others to do the same. You will explore your role during change, learn about the effect change has on your staff and discover tools to effectively guide yourself and others through change.

Sunday, August 10

3:00–7:00 pm	Session One: Coaching and Developing
7:00–8:30 pm	Cocktail Reception

Monday, August 11

8:30–9:00 am	Breakfast
9:00 am–12:45 pm	Session Two: Managing Conflict
12:45–1:45 pm	Lunch
1:45–5:30 pm	Session Three: Influencing Others

Tuesday, August 12

8:30–9:00 am	Breakfast
9:00 am–12:45 pm	Session Four: Mastering the Change Curve