



**LeadingAge™**  
**New England**  
CT | MA | ME/NH | RI

## Summer 2022

### ***Session #1 – July 14, 2022***

---

#### **Employee Engagement**

##### ***How to be the best boss your employee ever had***

- The difference between employee satisfaction and employee engagement
- The 3 levels of employee engagement
- 7 no-cost, practical ways to increase employee engagement and retention

##### ***Session Resources:***

- Session Handout and Slide Deck
- Direct Report Check-In Form
- Manager Communication Update Form

### ***Session #2 – July 21, 2022***

---

#### **Employee Accountability**

##### ***How to effectively address problem behaviors and attitudes***

- The consequences of not addressing poor behaviors and attitudes
- The D.I.R.E.C.T. Model of corrective feedback (includes case studies)
- 7 principles for delivering effective corrective feedback

##### ***Session Resources:***

- Session Handout and Slide Deck
- D-I-R-E-C-T Model Discussion Planner
- Sample Behavioral Guidelines
- Creating a Winning Work Culture: 31 Ways to Be Exceptional

### ***Session #3 – July 28, 2022***

---

#### **Conflict Resolution**

##### ***How to mediate conflicts and successfully work through differences***

- How to build a culture that prevents conflict
- Constructive and destructive behaviors in conflict
- How to successfully mediate a conflict

##### ***Session Resources:***

- Session Handout and Slide Deck
- Conflict Mediation Discussion Planner

### ***Session #4 – August 4, 2022***

---

#### **Hire Smart**

##### ***How to interview, select, and onboard the right people***

- How to hire for competence, chemistry, and character
- How to conduct an in-depth interview
- Best practices in interviewing, selection, and orientation

##### ***Session Resources:***

- Session Handout and Slide Deck
- 25 Great Interview Questions
- Candidate Evaluation Form
- New Employee 30 Day Check-In Form

## **Session #5 – August 11, 2022**

---

### **Leading the Way to Service Excellence**

#### ***How to Deliver a Great Customer Experience***

- Creating High Service Standards
- Elevating Language: Turning Common Phrases Into Winning Words
- 3 Keys to Service Excellence

#### ***Session Resources:***

- Session Handout and Slide Deck
- Sample Service Excellence Guides
- 10 Best Practices in Service Excellence

## **Session #6 – August 18, 2022**

---

### **Personal Effectiveness for Leaders**

#### ***How to focus on the important, manage the necessary and enjoy life along the way***

- The 6-step high-performance workflow
- How to execute on your highest priorities
- Beating deadlines, being responsive, handling interruptions, and delegation

#### ***Session Resources:***

- Session Handout and Slide Deck
- Win-the-Day Action Plan Form
- On Purpose: 31 Ways to Turbo-Charge Your Productivity

## **Session #7 – August 25, 2022**

---

### **Emotional and Relational Intelligence**

#### ***Managing yourself and your relationships***

- How to demonstrate warmth and strength
- How to be people smart
- The discipline of personal replenishment

#### ***Session Resources:***

- Session Handout and Slide Deck

---

### **Leading with Confidence Series Facts**

- Investment - \$499
- All sessions are two hours, 9am – 11am
- All sessions are virtual
- All sessions will be recorded and available for 30 days after the session
- Includes professionally designed, comprehensive handouts and extra resources for all sessions