



In-Person Summer Cohort
August 9, 23, 30, 2023

REGISTER

Leading with Confidence Series Curriculum

PLACE: RiverWoods Durham, 14 Stone Quarry Drive, Durham, NH | **TIME:** 9am - 4pm

LESSON 1 Employee Engagement | **WEDNESDAY AUGUST 9**

How to increase team member commitment and enthusiasm.

- Leading by influence vs leading by authority
- The difference between employee satisfaction and employee engagement
- 7 no-cost, practical ways to increase employee engagement
- Resources:
 - Session Handout and Slide Deck
 - Direct Report Check-In Form
 - Manager Communication Update Form

LESSON 2 Employee Accountability | **WEDNESDAY AUGUST 9**

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 Handout and Slide Deck
 - D-I-R-E-C-T Model Discussion Planner
 - Sample Behavioral Guidelines

LESSON 3 Conflict Resolution | **WEDNESDAY AUGUST 23**

How to mediate conflicts and successfully work through differences.

- Destructive and constructive behaviors in conflict
- 5 levels of conflict and when to intervene
- How to mediate a conflict between two employees or two teams
 - Session Handout and Slide Deck
 - Conflict Resolution Mediation Planner

LESSON 4 Leading the Way to Service Excellence | **WEDNESDAY AUGUST 23**

How to deliver a great customer experience.

- Creating high service standards
- Elevating language; turning common phrases into winning words
- The 3 keys to an exceptional customer experience
 - Session Handout and Slide Deck
 - 10 Best Practices in Service Excellence
 - Sample Service Excellence Guides

LESSON 5 Emotional and Relational Intelligence | **WEDNESDAY AUGUST 30**

How to manage yourself and your relationships well.

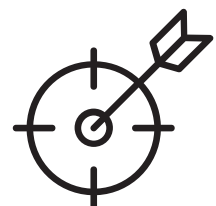
- 5 strategies to make your communication more effective
- How to Build Rapport with Others
- Adapting to Different Personal Styles
 - Session Handout and Slide Deck
 - 31 Ways to Be Exceptional: Creating A Winning Workplace

LESSON 6 Personal Effectiveness for Replenishment | **WEDNESDAY AUGUST 30**

How to make the most of your time.

- How to get clear on your highest priorities
- A simple decision-making model to effectively handle incoming tasks and interruptions
- The 5 levels of delegation and when to use them
 - Session Handout and Slide Deck
 - Win-the-Day Action Plan Form
 - 31 Ways to Turbo-Charge Your Productivity

"It was very clear that the sessions were well organized and focused on the best learning for the participants. Very well done all around."



About Del Gilbert

Del Gilbert is the founder of Accelerating Excellence. He speaks, trains, and consults on building high-performance in people and organizations. His dynamic communication style is clear, practical, and engaging. He delivers nearly 100 keynotes, workshops, and presentations annually.

Del has held leadership positions in several organizations for 30 years. He served as Chief Learning Officer at St. Joseph Healthcare for 15 years. While at St. Joseph, employee engagement ranked in the upper 20% nationally. In addition, all 6 service lines were ranked in the upper 30% in Patient Satisfaction.

Del holds a Bachelor of Arts in Psychology and a Master of Business Administration. He is a Certified Leadership Coach and a Certified Master Trainer.



Leading with Confidence Series Testimonials

"It was amazing. Kept me engaged thru the entire course. It offered solutions that could actually be used in the real world."

*"The content was extremely applicable to my every day. This course should be a requirement for all managers. It gives you all of the tools! **The handouts are an immeasurable resource.**"*

"Overall, just such a great course! I'd take it over if I could!"

"Each session was so rich in content."

*"I wouldn't recommend a single change. **This course has provided us with all of the tools to be successful.**"*

"I learned a lot and wish more people in my organization would do the course!"