



Leadership in Action Workshops 2012 Workshop Descriptions

Jan 17 Communicating with Business Decision Makers

You understand your projects, priorities and message, but sometimes it is difficult to communicate these issues to others in purposeful and meaningful ways. Communicating with people focused on budgets and timelines requires a different approach. This session will equip you with the tools to understand your audience, and to prepare and deliver messages effectively to decision makers while furthering your goals. \$125

Who should attend? Anyone communicating with business decision makers

What will we cover?

- Forms of communication: verbal, written, inflection, tone
- The ABC's of clear communication
- Audience analysis: who, what, where why and how to communicate with decision makers
- Crafting and delivering key messages

What takeaways should I expect?

- Simple tools for crafting messages: key messages, identifying audience priorities
- Format for translating mission-driven goals into business terms
- Improved active listening ability
- Techniques for uncovering decision maker wants and needs

Feb 21 Aligning Employees with Company Goals **

Corporate initiative..... mission critical.....strategic imperative..... #1 priority..... This may be the language of the board room, but to most employees it simply means more work or a "program of the month" best ignored until it goes away. In this session you will learn and practice different methods of clearly communicating organizational priorities, measuring progress, and engaging employees in execution. \$125

Who should attend? Executives, Managers, Human Resources, Project Managers

What will we cover?

- Brief overview of strategic execution systems: strategy maps, balanced scorecard, vision/traction organizer, A3 project plans
- Providing meaning before the metric – creating commitment
- Setting projects up for success
- Up, Down and Across: Aligning the organization

What takeaways should I expect?

- Templates to communicate and cascade company goals
- Team charter to set project teams up for success
- Translation of a specific company goal into meaningful metrics

*** We encourage 2+ people from the same organization to attend this session together.*



Mar 20 Recruiting 101

Every job opening is a new experience and every hire is a critical hire. A “bad hire” costs even more in time, money and customer satisfaction. This workshop will help you identify the critical knowledge, experience and soft skills required for success before you spend time interviewing candidates without the critical skills your organization needs. This workshop includes a toolkit that will give you everything you need to set up and implement a consistent, effective and objective recruiting system. \$125

Who should attend? Managers and HR professionals with hiring responsibility

What will we cover?

- Job postings: how to write them and where to post
- Phone and onsite interviewing skills
- Evaluating and selecting candidates
- Finalizing and delivering the job offer

Attendees are encouraged to bring a current job posting to the session.

What takeaways should I expect?

- Attendees will receive the entire Department on Demand Toolkit (\$100 value)
- Step by step recruiting process anyone can implement
- Sample forms for job postings, interview questions, candidate evaluation grids, reference checks, job offers and more. <http://www.roosolutions.net/DOD/index.htm>

April 17 Holding Employees Accountable

Holding people accountable for daily work, projects and promises is challenging in every organization. This can be even more difficult in a smaller business when people are responsible for multiple functions. This session will focus on tools for setting expectations, monitoring progress and addressing performance gaps. \$100

Who should attend? Anyone with supervisory or project management responsibility

What will we cover?

- Setting expectations with position descriptions
- Follow through and reporting tools
- Conversations for Action
- Setting SMART goals

Attendees are encouraged to bring a job description to the session.

What takeaways should I expect?

- Employee position description format
- Two employee meeting recap / reporting formats
- At least one SMART goal to apply at work



May 15 Painless and Effective Performance Appraisals

Both employees and managers typically dread the annual performance appraisal. This session will prepare you to develop and deliver effective performance appraisals that create productive dialogue, drive results and align employees with your organization's values and priorities. \$125

Who should attend? Human Resources and anyone with supervisory responsibility
What will we cover?

- Creating common criteria for performance appraisals
- Incorporating mission and values in appraisals
- How to write effective appraisals
- Preparing for and delivering feedback
- Creating development goals that matter

Attendees are encouraged to bring a performance appraisal to the session.

What takeaways should I expect?

- Templates for employee, manager and leadership performance appraisals
- Templates for employee, manager and leadership development plans
- Confidence to deliver feedback effectively

June 19 Effective Time and Meeting Management **

How many of us spend time attending meetings with no clear purpose, unclear decisions and rehashing action items that were not completed from the last meeting? Sometimes we wonder why we were even asked to attend. This session will teach you meeting management techniques easily customized for you. \$100

Who should attend? Anyone interested in improving meeting effectiveness.

What will we cover?

- Do we need to meet face to face?
- Who needs to attend, decide or be informed?
- Establishing meeting ground rules and roles
- Simple agendas and minute formats
- All company meetings

*** We encourage 2+ people from the same organization to attend this session together.*

What takeaways should I expect?

- Agenda and minute formats for recurring staff meetings and all company meetings
- Tailored agenda for your next meeting
- Confidence scheduling and facilitating an effective meeting or conversation



July 17 Communicating with Business Decision Makers II

Communicating with your boss is one thing, but working with clients, presenting to senior level staff and working in cross-functional teams requires advanced skills. Whether you are in sales, project management or work cross-functionally, you will benefit from learning and practicing advanced written and verbal communication skills. This course builds on concepts in the Level I course, but attendance at the Level I session is not required. \$125

Who should attend? Anyone the needs to communicate with or influence business decision makers or cross-functional teams

What will we cover?

- Audience Analysis- understanding priorities & preferences
- Creating clear messages that “stick”
- Translating technical information to lay audiences
- Framing issues

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What takeaways should I expect?

- Scripts to deliver clear messages and uncover client / manager wants and needs
- 5 step issue framing process
- Grab and Go” Communication Techniques

Aug 21 From Manager to Leader

Managers and leaders share many common skill sets, including business acumen, functional knowledge and communication skills, yet there are important distinctions. This session will enable you to better articulate performance expectations for managers and leaders, and cascade goals while developing leadership competencies. This session also includes a complimentary MTL Assessment (Management Competencies– Transition Skills – Leadership Potentials. \$150

Who should attend? Leaders, Managers, HR Professionals

What will we cover?

- Setting Expectations and Role Clarity
- Internal and external performance factors
- Cascading Goals
- Developing People

Attendees will be given an access code to the MTL Assessment upon registration and payment. Bring MTL results to the session

What takeaways should I expect?

- MTL Leadership Assessment
- Clear understanding of leadership performance expectations and development options



Sept 18 Simple and Sustainable Company Communication Programs

It is said that a person must communicate 7 times, 7 ways to truly get an audience to understand her message. In this session you will learn and practice different methods of clearly communicating your message, creating repeatable communication and meeting formats, and methods for communicating with internal and external audiences. \$100

Who should attend? Anyone responsible for internal or external communications

What will we cover?

- 7 methods of communication
- Crafting effective messaging
- Tailoring your message to your audience
- Storytelling to create commitment
- Methods for communicating up, down and across

Attendees are encouraged to bring a recent company communication to the session

What takeaways should I expect?

- Model communication formats for internal and external communications
- Greater awareness of how to communicate with different audiences / different styles
- Confidence using storytelling to enhance your message.

Oct 16 Project Management I **

You have a strategic plan and a list of critical projects that will help you achieve those goals, so why is it that projects never seem to get completed? A good plan well executed is better than a perfect plan that sits on the shelf. Dedicating a bit of time up front to define project scope, milestones and outcomes provides the foundation for a successful project management experience. This 2.5 hour session will help your project team move projects forward and complete them successfully. \$150

Who should attend? Leaders, Managers, Project Leaders

What will we cover?

- Project Management vs. "getting things done"
- Team roles: sponsor, facilitator, secretary, team member
- Project Charters: determining scope, team selection, identifying intended outcomes and setting milestones
- Keeping your project moving: meeting agendas, minutes, communications, closure

We encourage 2+ people from the same organization to attend this session.

What takeaways should I expect?

- Concrete understanding of project management theory and tools
- Action items and simple "homework" to practice using project management





Resource & Organizational Optimization

Nov 20 Project Management II **

Project Management II focuses on adapting the project management tools you learned in Project Management I specifically to your organization and culture. In this working session, small groups will share ideas regarding which tools worked / didn't work in their environment, incorporate new ideas, and refine the standard tools. You will then work specifically with others in your organization to tailor the tools specifically to your organization. This session can also be brought to your workplace. \$150

Who should attend? Leaders, Managers, Project Leaders

What will we cover?

- Refresher in Project Management Tools
- Small Group Work: what worked didn't work, refinement of standard tools
- Pairs work: work with another person from your organization to tailor the tools and apply to a specific project, initiative or team

What takeaways should I expect?

- Project Management tools tailored to your organizational needs and culture
- An action plan for implementing Project Management in your workplace

We encourage 2+ people from the same organization to attend this session.

Dec 11 Talent Review and Workforce Development **

Every organization is challenged with limited resources and increasing demands. Ensuring you have the right staff with the necessary skills is critical to success. This session will prepare you to identify current and projected skill gaps, conduct organizational talent reviews and provide ideas for developing talent without breaking the budget. \$125

Who should attend? Leaders, Managers, Human Resources, Finance

What will we cover?

- Workforce planning basics: build, rent or buy
- Translating strategic plans to talent management needs
- Talent reviews: identifying current performance and future potential
- Methods for developing staff on a budget

What takeaways should I expect?

- Ability to translate the organization's strategic plan into staff requirements
- The tools and process to conduct an effective talent review
- Low cost / no cost development ideas for your staff

We encourage 2+ people from the same organization to attend this session.





Resource & Organizational Optimization

2012 Leadership in Action Workshop Registration

Circle the sessions you wish to register for

Sessions are scheduled 9 – 11 am the 3rd Tuesday of each month. Workshop location is 1200 Washington Ave. S., Minneapolis. Full course descriptions may be found online at: <http://www.roosolutions.net/Downloads/LIACourses2012.pdf>

Date	Topic	Early Bird * *45+ days prior	Procrastinator
Jan 17	Communicating with Business Decision Makers I	\$100	\$125
Feb 21	Aligning Employees with Company Goals	\$100	\$125
Mar 20	Recruiting 101	\$100	\$125
April 17	Holding Employees Accountable	\$ 75	\$100
May 15	Painless & Effective Performance Appraisals	\$100	\$125
June 19	Effective Time and Meeting Management	\$ 75	\$100
July 17	Communicating with Business Decision Makers II	\$100	\$125
Aug 21	From Manager to Leader	\$125	\$150
Sept 18	Simple and Sustainable Company Communication Programs	\$ 75	\$100
Oct 16	From Planning to Performance: Project Management I	\$125	\$150
Nov 20	From Planning to Performance: Project Management II (Session II focuses on tailoring the PM tools learned in PM I to your organization)	\$125	\$150
Dec 11	Talent Review and Workforce Development	\$100	\$125
_____	Sign me up for the entire series!	\$1,000 (by 12/15)	\$1,500

Discounts:

- \$500 savings if you register for the entire series by December 15th
- 10% for individuals attending 4+ sessions
- \$25 discounted early bird rates (register at least 45 days in advance)

Workshop Total _____

Discount _____

Total Due _____

Name _____

Title: _____

Organization: _____

Phone: _____

Email: _____

- Email registration to roosolutions@comcast.net and be invoiced; or
- Mail registrations and check to: Roo Solutions, 6003 106th Ave. N, Minneapolis MN 55443; or
- Register via Roo Solutions MeetUp Community: <http://www.meetup.com/Roo-Solutions-Community/>

