



**INSTITUTE FOR LEADERSHIP AND
PROFESSIONAL DEVELOPMENT**
A DIVISION OF LELC, INC.



Institute for Leadership & Professional Development Services

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ABOUT

Institute for Leadership and Professional Development

(A Division of LELC, Inc.)

The Institute for Leadership and Professional Development was established to meet the growing need for bitesize professional development opportunities that would allow for specific, needs-based growth. Each organization is unique, along with each of its constituents. The Institute for Leadership and Professional Development is designed to highlight existing strengths, assess areas of need and provide prescribed growth opportunities.





LEADERSHIP ACADEMY

Dynamic leadership development training sessions offered to colleges and universities that are looking to enhance the leadership capabilities of faculty and staff members with customized leadership content that encourages more effective job performance and career enhancement!

PROGRAM OVERVIEW:

- Customized leadership development training and employee support for your educational organization's needs
- Customized skill set development within an educational context
- Intensive weekly training sessions
- Collaborative leadership training environment
- Dynamic integration of cutting edge leadership theory and industry practice
- Explorations into leading authentically
- Integration of group dynamics in our learning model



STAFF DEVELOPMENT PROGRAM

This program is for organizations who seek to invest in their support staff by providing job related strategies that work to improve, influence and intentionally innovate toward further organizational success.

PROGRAM OVERVIEW:

- Comprehensive and efficient meeting preparation
- Business communication
- Long-term strategic planning
- Impactful presentation skills
- Effective communication practices
- How to run an effective meeting
- Exploration of Authentic and Adaptive Leadership across organizational environments
- Explorations in group dynamics
- And lots more!

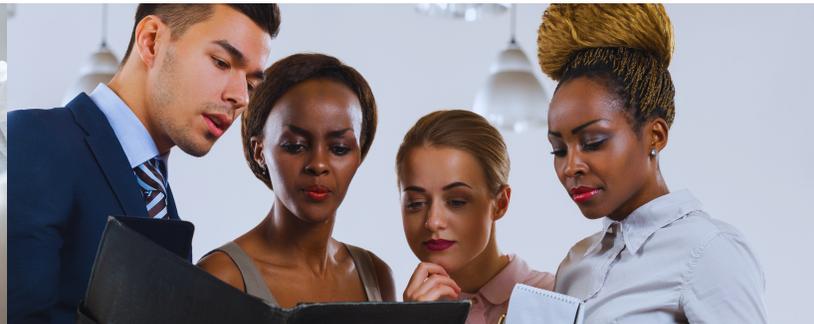


JOB READINESS COACHING

Through one-on-one and group preparation sessions, participants will develop a plan to ensure successful strategy implementation and well planned action plan through the job search process. Best practices will be shared regarding the obtainment of job offers. Our guided planning process and honest critiques have helped many find the job of their dreams!

PROGRAM OVERVIEW:

- Introductory Meeting
- Skills and Interests Assessment
- Resume Refinement
- Placement Referral
- Professional Meet-ups
- And more!



ONE-DAY CONSULTING SERVICES

This program is for organizations who seek to invest in their support staff by providing job related strategies that work to improve, influence and intentionally innovate toward further organizational success.

PROGRAM OVERVIEW:

- Customized strategy development that seeks to unveil opportunity within an educational institution
- Customized skill set development within an educational context
- Collaboration to discover new opportunities to grow new capabilities within your organization
- Dynamic integration of cutting edge leadership theory and industry practice customized to your consultative needs

TRAINING SOLUTIONS

FIRST TIME SUPERVISORS "FROM BUDDY TO BOSS"

You have been promoted! Now What? This learning experience "From Buddy to Boss" is packed with must have information to make the tricky transition from buddy to boss. Participants will learn to work well with former peers, manage changing relationships and supervisory skills. This fast-paced training will prepare team members for their new vital role with the organization. Topics include:

- Building Professional Credibility
- The Power of Expectations "My Plan"
- Succeeding in Your New Role
- Conducting Effective Meetings
- Problem Solving Techniques
- Performance Management Setting and Achieving Goals
- Giving and receiving Feedback
- Writing Business Emails
- Legal Responsibilities for Supervisors/Managers (Employment Laws)
- Business Ethics
- How to get it all done! Managing Your Time
- Being a Good corporate Citizen. Being Ethical
- Leading the Four Generations in the workplace
- Next Steps: My Professional Development Plan

Training Format Customized for 8 hours and 16 hours

LEADERSHIP IN ACTION

Today's leaders must use new rules of power and influence while relying less on traditional command-and control models. Leaders must learn more on knowing and using tools needed to leverage their influence and drive positive business results. This learning experience uniquely combines science with compelling interactive leaning to equip leaders with the techniques and skills needed to work with and through others to drive organizational success. Topics include:

- Learning to Lead
- Creating a Vision
- Styles of Leadership
- Leadership Challenges and Myths
- Thinking Strategically
- Leading Effective Meetings
- Coaching to Improve Performance
- Turning Diversities into Opportunities
- Maintaining Followership
- Leading in a Climate of Change
- Situational Leadership
- Walking in Ethical Behaviors
- Linking Business Strategy to Performance
- Exploring the meaning of "open door" policy
- Making a Distinction Between Leadership and Management
- 7 Habits of Highly Effective People

Training Format Customized for 8 hours to 16 hours & 32 hours to 40 hours

WORKING THE GENERATIONS IN THE WORKPLACE

For the first time in America, we have four soon to be five distinct generations working side by side in the workplace. It's this diversity that today's leaders continue to struggle with. Each generation has its own unique characteristics; and one size does not fit all the generations. Topics for learning include:

- Learning the characteristics of Traditionalist (Mature), Baby Boomers, Gen Xers, millennials and Gen Z
- Uncovering the myths and facts of each generation
- Learning to communicate effectively with each generation
- Reviewing what motivates the different generations
- Capitalizing on the strengths of each generation in the workplace
- Learning "what to do" when the generations collide
- Setting goals to improve workplace communications

Training Format Customized for 8 hours

BUILDING A POWERFUL TEAM

This learning experience is designed to facilitate a group of individuals through the process of Team Development. During this program participants will experience the synergistic benefits of teamwork during the session. Topics include:

- Practice Communicating Positively Team Members
- Employ Techniques to Establish, Build, and Restore Trust
- How to Manage Changes within the Team and Organization
- A Discussion on Motivation
- Identify Tactics that Lead to Quality Project Results
- Create and Build Strong, Positive Relationships with Team Members
- Communicate Critical Decisions Across Organizational/Functional Lines
- Develop and implement an effective team building action plan
- What Makes a Team
- Stages of Team Development of a High-Performance Team
- Building Trust
- Shared Problem Solving and Decision Making
- Performance Management
- Conflict management
- Improving Employee Morale
- Meyer-Briggs Type Indicator (MBTI) assessment

Training Format Customized for 8 hours & 16 hours

WRITING EFFECTIVE BUSINESS EMAILS

Writing Effective emails will improve organizational effectiveness, team performance, and can even improve job satisfaction and morale. With the right writing skills, team members and communicate more effectively, collaboratively, responsibly, and ultimately increase individual, team, and organizational productivity. This training program helps team members write clear, concise, correct, and considerate emails. Topics include:

- Business Email Etiquette
- Grammar Review
- Proofread before Sending
- 8 techniques of Writing Effective business Emails
- Avoid confusing, wordy sentences and long paragraphs
- 7 Most Damaging Blunders in Business Writing
- Using Tone and Intent appropriately
- The Devil is in the Details
- Gender Sensitive Writing

Training Format Customized for 4 hours



NEW RULES FOR CUSTOMER SERVICE

Companies that understand delivering an Exceptional customer experience has a direct impact on the bottom line. These companies are intentional and deliberate with a service strategy. They train their team members. This solution packed learning experience provides practical techniques team members can put to use right away. Topics include:

- Defining Exceptional Customer Service
- Communicating Effectively with Customers
- Managing a Positive Workplace Attitude
- Making "I VALUE YOU" Statements
- Using Willingness to help Language
- Managing First and Last Impressions
- Managing Difficult Customers and Situations
- Learning to Recover from Difficult Situations
- 9 Tips for Making Callers Feel Taken Care Of
- Saying "no" Appropriately to Customers
- Becoming a Fantastic Fixer "Problem Solving"
- Working on the Same Team "Collaboration"
- Demonstrating Respect for Customers
- Applying Ethics and Values to Customer Service
- Transferring and Putting the Customer on Hold
- My Role and Responsibilities in Delivering Exceptional Service

Training Format Customized for 16 hours, 40 hours, Keynote Presentation

COACHING AS A LEADERSHIP TOOL

Coaching is a critical skill used for the development, growth, and performance of team members. This learning experience teaches managers and supervisors how to effectively coach team members - not just manage them. Appropriate coaching of team members will increase productivity, create an environment of trust and deliver better bottom-line results. The right coach can help accelerate learning, improve critical thinking skills, communication and engagement within a team while increasing self-awareness. Topics include:

- Traditional leadership Mindset vs. a coaching mindset
- Establishing an Effective coaching Plan
- Linking Coaching goals to Business Performance
- Building Trust
- Determining when Coaching is Appropriate
- Demonstrating active listening, "powerful" questioning, and effective communication techniques.

Training Format Customized for 8 hours, 16 hours & 32 hours



LEADERSHIP INTENSIVE PROGRAM

This is a 3-day course designed to be delivered over a weekend starting at on Friday afternoon and ending on Sunday afternoon. This will keep Junior leaders from missing critical weekday work. The program will cover the following areas:

- Planning, Staffing, Organizing, Controlling
- Communications at different levels
- Giving and receiving Feedback
- Legal Responsibilities for Supervisors/Mangers (Employment Laws)
- Conducting effective Meetings and Huddles Business Ethics
- How to get it all done! Managing Your Time
- Understanding leadership styles that work

FRONTLINE MANAGEMENT (FOR SUPERVISORS AND LEADS)

This is an 8-week course designed to be delivered virtually or in-person twice per week for an 8-week period. Each subject will have two classes for a total of 6 hours of instruction. The certificate will cover the following areas:

- Leadership Communications.
- Performance Management Setting and Achieving
- Goals Giving and receiving Feedback
- Writing Business Emails
- Business Ethics
- How to get it all done! Managing Your Time
- From Buddy to Boss
- Effective Planning

OPERATIONS MANAGEMENT

This is a 10-week course designed to be delivered virtually or in person, twice per week for a 10-week period. Each subject will have two classes for a total of 6 hours of instruction. The certificate will cover the following areas:

- Communications and Actions
- Conducting Effective Meetings
- Problem Solving Techniques
- Performance Management Setting and Achieving Goals
- Legal Responsibilities for Supervisors/mangers (Employment Laws)
- Writing Business Emails
- HR in today's environment
- Linking Business Strategy to Performance
- Exploring the meaning of "open door" policy
- Making a Distinction Between Leadership and Management



CURRENT DELIVERY OPTIONS

With years of research and first-hand experience working and training thousands of people, we have flexible methods of delivering learning experiences for your team. We deliver informative, inspiring and engaging face-to-face and virtual learning experiences that will address your leadership and management needs. We offer training solutions that drive business results. Virtual training will take place via Zoom.

COACHING (ONGOING)

Our coaches work one-on-one with your executives, managers, supervisors or team members to reinforce and expand their goal achievement in the areas of leadership development, teambuilding, teambuilding, time management and performance management.

FULL DAY KEYNOTES AND BREAKOUT SESSIONS

Our facilitators deliver keynote presentations regularly at corporate and industry events and would welcome the opportunity to discuss how we can support your goals.

LUNCH & LEARN (1-3 HOUR WORKSHOP)

Our lunch & learn programs are a great way to foster community share understanding and ongoing growth in your organization. A more casual alternative to formal training seminars, regular lunch & learn can become an integral part of the culture. Everyone can look forward to a productive learning opportunity.

ORGANIZATIONAL CONSULTING SERVICES

Available upon request at industry standard rates.





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