

An Overview of Giant Leap Consulting’s Top Learning Workshops

Topic	Content
Leadership 101	<p>This workshop level-sets the concept of “leadership.” What factors need to be included for great leadership? What do leaders need to guard against so that their leadership endures? Participants will learn the essentials for inspiring superior performance and getting stellar results. They’ll come away with greater clarity about what it means to be a leader, and greater confidence to lead others. But the real benefit is to those who are being led by the course graduates. The best reflection of a great leader is seen in the performance of those being led! Great leaders get great results...from their people.</p> <ul style="list-style-type: none"> • How to define the word “leadership.” • What bad leadership looks like and why it’s so common. • Practices and behaviors common to all great leaders. • Specific tips for increasing leadership effectiveness and impact.
Leading Culture	<p>Leaders create the cultural climate that others work within. The culture we work within impacts people’s attitudes, morale, and performance. Because of the impact leaders have on culture, it’s important to understand how culture is influenced, fortified, and strengthened. It’s also important to know when the culture needs to change to meet the needs of a shifting customer base. Content includes:</p> <ul style="list-style-type: none"> • Understanding the impact of culture on performance and discipline. • Learning how <i>values</i> drive culture. • How to identify a predominant culture. • Four different “types” of cultures. • A leader’s role in creating, recreating, and dismantling culture.
Courageous Leadership	<p>This workshop draws on Giant Leap’s signature content about workplace courage – content which has been taught to thousands of leaders in 12 countries on 5 continents. Organizations thrive to the extent that they have workers who step up to the plate, offer forward-moving ideas, and pursue big challenges. In other words, courageous workers help companies excel. In this workshop, participants learn:</p> <ul style="list-style-type: none"> • Why Courage is the most important leadership virtue. • How <i>discomfort</i> causes individual and organizational <i>growth</i>. • The negative impact of fear on performance.

	<ul style="list-style-type: none"> • Three different types of organizational courage. • Tips on how to be more appropriately courageous at work.
<p>Goal-getting & Accountability</p>	<p>Leaders make the future happen...IF they can get everyone else to go along and act accountably. It's not enough for leaders to <i>set</i> goals. Results happen when everyone <i>gets</i> the goals that were set. Goals should inspire, stretch, and lift performance, while making the company more profitable. This workshop focuses on the leader's responsibilities related to getting goals and building accountability. Progress takes both.</p> <ul style="list-style-type: none"> • What makes a good goal? • Why goals get missed. • Getting goals to "cascade." • SMART targets and metrics. • The difference between "great" and "good" employees. • Factors that make for a highly accountability worker. • Tips on promoting accountability.
<p>Leading Change</p>	<p>Leaders are charged with changing companies, processes, and people. Bringing about positive change is one of a leader's central jobs. It's all about improvement and never being satisfied with the status quo. But change nearly always prompts resistance. This workshop focuses on a leader's role in bringing about positive change, and includes:</p> <ul style="list-style-type: none"> • Why change is important to leadership. • Why people resist change, and how to overcome change resistance. • How mental <i>rigidity</i> thwarts change, and what to do about it. • Four common responses to change. • "Burning Platforms" and why prompting change sometimes means making the cost of not changing higher than the cost of change. • Tips for successful change.
<p>Leading Teams</p>	<p>Leaders get things done by mobilizing teams of competent and committed people. This workshop focuses on what leaders need to know and do to get the most out of the teams they are responsible for leading. In this workshop participants learn:</p> <ul style="list-style-type: none"> • How teams mature and progress over time: <i>forming, storming, norming, performing.</i>

	<ul style="list-style-type: none"> • How to set team norms and ground rules to guide team performance. • “Pink Elephants” and how to address them before they corrode the team. • What leaders can do to create a healthy team environment, and promote high levels of team accountability.
<p style="text-align: center;">Effective Communication</p>	<p>Now here this: great leaders are great communicators! They know how to communicate persuasively and in a way that clarifies the direction forward. They deliver hard messages in a way that inspires versus demotivates. This session will improve your communication effectiveness! During this workshop participants learn:</p> <ul style="list-style-type: none"> • How <i>miscommunication</i> is more common than effective communication. • Why striving for “high fidelity” communication is important, and how various communication channels provide different levels of fidelity. • Frameworks for having difficult but essential conversations. • Electronic communication, and the importance of electronic clarity. • Leader Language and how communication <i>tone</i> makes all the difference in terms of team effectiveness.
<p style="text-align: center;">Increasing Your Influence</p>	<p>The most common word shared across many definitions of leadership is <i>influence</i>. Because there are many ways you can assert influence – e.g. influencing a decision, how a task is performed, the development of others, etc. – there are many ways you can demonstrate leadership. In other words, because of all the ways you can have a positive influence at work without having direct reports, anyone can be a leader...not just people in formal leadership roles.</p> <p>But how do you do it? How can you develop and strengthen your ability to influence people and situations? What are the factors that go into being an influential person in the workplace, and what are the benefits to one’s career for doing so. This virtual training explores all of those questions, and more. Participants learn:</p> <ul style="list-style-type: none"> • The connection between influence and leadership. • How to influence others...even when you’re not in charge. • Selling your ideas and building a business case. • Specific tips for growing your influence.

<p>Connecting with Customers</p>	<p>Businesses don't exist without customers. Gaining customer loyalty should be the aim of every leader. This workshop introduces the four critical stages of customer relationship management: <i>initiating, building, mining, and maintaining</i>. Content includes:</p> <ul style="list-style-type: none"> • The criticality of customer loyalty. • Brands that people trust. • The Customer Loyalty matrix (four customer types). • Professionalism and why it's important. • <i>Internal</i> customers and treating them as important as external ones. • The ins and outs of networking to create more business.
<p>Motivation</p>	<p>Leaders must inspire increasingly higher levels of performance. That means leaders have to motivate people. That said, a leader's job is hard. Sometimes he or she may struggle with their own motivation. This workshop focuses on how to stay motivated, while you're motivating those around you. Content includes:</p> <ul style="list-style-type: none"> • Stats about employee engagement. • What <i>demotivates</i> employees. • The Three Ms: "Meaning / Money / Momentum." • Stress and its impact on motivation • Human performance and the application of <i>persona energy</i>. • Optional: The DISC styles profile.
<p>Managing Conflict</p>	<p>There's no two ways about it, conflict "is." The reality is, as much as people would rather avoid and "manage" conflict, it is an unavoidable reality in the workplace. This workshop will not focus on how to avoid conflict. Rather, you'll learn techniques for "optimizing" conflict. Meaning, this workshop will focus on getting the most out of conflict situations so that the organization ultimately benefits. Drawing on the content from Unlocking Horns: Courageous Conflict at Work, during this virtual training you will:</p> <ul style="list-style-type: none"> • Understand the difference between constructive (healthy) conflict, and destructive (unhealthy) conflict. • Learn facts and statistics about the prevalence and damage conflict causes in many workplaces. • Review different conflict approaches. • Get practical tips for preventing conflict before they ever occur!

	<ul style="list-style-type: none"> • Learn language that incites conflict and language that diffuses conflict.
<p style="text-align: center;">Time Management</p>	<p>It's about time! Time is the one resource that is only spent and can't be replenished. Throughout history, the great sages have consistently identified time as the most valuable resource of all! The ancient Greek philosopher Theophrastus said, "Time is the most valuable thing a man can spend." During this workshop participants learn:</p> <ul style="list-style-type: none"> • How to assess your current time usage. • The importance of "time gapping" and pinpointing where your time could be better managed. • Practical tips for gaining more control of your time, so you can be more effective, less stressed, and add more value to the organization you serve! <p>The aim of this training is to help you be more organized, focused, and effective with this most precious and finite resource: time!</p>
<p style="text-align: center;">Risk-taking and Decision-making</p>	<p>Some companies claim that "risk is in our DNA." If so, your leaders should know all about it, right? Doing that means also understanding the nature of decision-making. This summit focuses on helping leaders make good and calculated decisions.</p> <ul style="list-style-type: none"> • Attributes of a good decision-maker. • How ignorance impacts decisions (Dunning-Kruger effect). • Ethical dilemmas and making the "right" decisions. • Decision and risk-taking tools & frameworks. • Content from <i>Right Risk</i>, Bill Treasurer's book on personal risk-taking.
<p style="text-align: center;">Psychological Safety</p>	<p>"Safety is our most important job." All companies say that. Many even have excellent practices for preventing injuries. But there's a difference between being a safe company and creating an environment where people feel they can speak without fear, be themselves, and perform their best. Those things require <i>psychological safety</i>. During this workshop you'll learn about Project Aristotle, a 5-year research study Google did to identify why some of their teams were stellar, and other teams stumbled. This workshop includes:</p> <ul style="list-style-type: none"> • An overview of Google's Project Aristotle. • What a psychologically <i>unsafe</i> workplace looks like (hint: it has to do with <i>fear!</i>). • Hallmarks of psychological safety.

	<ul style="list-style-type: none"> • What leaders can do to create a healthy team environment and promote high levels of team accountability.
<p style="text-align: center;">Stress Management</p>	<p>Stress is an unavoidable part of our everyday lives; in fact, a small amount of stress can help us be more productive when it comes to meeting deadlines. However, high demands in our personal and professional lives can sometimes push us beyond our level to cope with stress, and we can feel as though it is running our lives. Managing stress in an effective manner allows us to lead happier, healthier lives. In this hour, you will be shown the tools you need to help manage your stress levels. Topics include:</p> <ul style="list-style-type: none"> • Statistics about the prevalence of workplace stress, • The dangers of unmanaged stress. • Common factors causing stress at work and home, • The difference between "burnout" and "rustout", • Strategies and tips for better managing stress and enjoying work.
<p style="text-align: center;">Emotional Intelligence</p>	<p>Research consistently shows that emotional intelligence is a key factor in career success. One's ability to collaborate, coach others, effectively and professionally interact with difficult people, and build trustful relationships that will be the real determinants of your career success. Nobody can afford to be smart about work and a dunce about people! The most successful people have a strong mix job smarts and people smarts. This workshop focuses on building your people smarts by covering:</p> <ul style="list-style-type: none"> • Striking facts about the impact of emotional intelligence on career and leadership success. • Why the lack of EI is a primary career <i>derailer</i>. • How "soft skills" are really <u>hard</u> skills – otherwise more people would use them more often! • The four hallmarks of emotional intelligence and how to manage "triggers." • How to use "language of reception" to disarm emotionally charged people. • Why a high collective company EQ (emotional intelligence quotient) is a key competitive differentiator. <p>Don't worry, with a little practice, you can continue to be a hard driving, tough-as-nails workplace go-getter while also being highly emotionally intelligence. You can be smart about the job, and smart about the people working with you on the job.</p>

<p>Mental Well-being and Personal Wellness</p>	<p>Stock market gyrations, forced cloistering, social distancing, and a deadly global viral pandemic. Who could blame you for being a little on edge? We all are. But we can be there for each other too. In this workshop we'll share ideas for staying sane during insane times. The aim will be to share tips and practical approaches for staying healthy and well-adjusted given the stressors in the time of Corona. Content includes:</p> <ul style="list-style-type: none"> • Facts and statistics about workplace <i>unwellness</i>. • The negative and <i>positive</i> impacts of workplace stress. • Tips on attending to the "Big 3": Diet, Exercise, and Sleep. • Tips for "self-care" and staying sane during insane times!
<p>Powerful Meetings</p>	<p>Few things elicit a collective groan as much as telling people they have to attend another meeting. Everyone knows how uninspiring and unproductive meetings often are. Why? There's no agenda. Topics wander all over the place. No summary notes are taken. The wrong people are invited, and those who are often talk over each other instead of to each other. And the next meeting is often just a rehash of the last one. We've got to stop meeting like this!</p> <p>The good news is, your meetings can be POWERFUL! With the strategies, tips, and tools that this workshop includes, your meetings will add more value to your organization. Done right, people actually want to attend meetings because its where strategies are crafted, direction is set, and decisions are made. Done right, peoples' creativity and engagement is accessed, applied, and valued. Done right, meetings do what they're supposed to do, get RESULTS!</p>
<p>Work-life Balance</p>	<p>Do you feel stretched too thin? When it comes to attending to the needs of your family and coworkers, does it feel like you're gypping everyone? Has it been ages since you've had any "me time"?</p> <p>This workshop is devoted to helping you better achieve the tricky balance between your work demands and your life realities. We'll explore how to integrate both lives so neither is getting robbed. You'll learn:</p> <ul style="list-style-type: none"> • The factors that put our lives "out of balance" – as well as the negative consequences. • The difference between work/life balance and work/life <i>integration</i>. • How to make the most of "white space moments." • Specific ways to practice self-care, and the benefits of doing so. <p>Get the most out of all facets of your life, without selling your soul in the process!</p>

