

## 2021 Women in Leadership and Management Academy

The WILMA Academy provides managers, leaders and emerging leaders with the opportunity to learn and practice interpersonal skills they will use every day. The course teaches leaders the interaction essentials they need to handle the variety of challenges and opportunities encountered every day in the workplace and beyond.

Women in Leadership & Management Academy program runs January through June 2021. One day per month and this course is limited to 24 adult students seeking to expand their management and leadership skillset.

### Training Schedule

(class times 8:00a.m. to 1:30pm / except February is 8:00a.m. to 2:30p.m.)

#### **January 28, 2021: Communicating for Leadership Success (4.5 hours)**

This foundation course helps leaders communicate effectively so they can spark action in others. The course teaches leaders the interaction essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond.

#### **February 25, 2021: Making the Most of Workplace Differences – PREP Profile or other assessment (6 hours)**

This course will help learners understand how to identify and manage individuals with different personalities and behavior styles in order to help communication, strengthen teams and improve coaching and development. Development based on strengths and talents, builds trust and rapport, fosters productivity, and increases customer satisfaction.

#### **March 25, 2021: Conflict Resolution (4.5 hours)**

In this course, participants learn to quickly recognize the signs of escalating conflict, and take appropriate action to minimize negative impact. Recognize the five most common conflict resolution styles and when to use them. Apply communication skills to handle conflict situations and difficult behaviors. Practice a conflict resolution model.



# 2021 Women in Leadership and Management Academy

## Training Schedule continued:

(class times 8:00a.m. to 1:30pm / except February is 8:00a.m. to 2:30p.m.)

### **April 22, 2021: Coaching for Peak Performance (4.5 hours)**

In this course, leaders learn skills to address challenges, gain team member commitment, develop individual skills, and enhance the overall capability and capacity of their teams. Leaders learn to identify tasks they need to delegate, select appropriate individuals, and assess capabilities and commitment. They outline the delegation discussion, which includes the level of decision-making authority, amount of support, and methods for monitoring progress and measuring results.

### **May 27, 2021: Setting Goals and Reviewing Results (4.5 hours)**

This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader, to a shared responsibility between leader and employee. This shift builds employee ownership, and allows the leader to focus on coaching and developing throughout the performance cycle. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes. A well-written performance plan is also a powerful tool for leaders to use when determining where to focus their development and coaching discussions with their employees.

### **June 24, 2021: Delegating with Purpose (4.5 hours)**

In this course, leaders learn skills to address these challenges, gain team member commitment, develop individual skills, and enhance the overall capability and capacity of their teams. Leaders learn to identify tasks they need to delegate, select appropriate individuals, and assess capabilities and commitment. They outline the delegation discussion, which includes the level of decision-making authority, amount of support, and methods for monitoring progress and measuring results.

**Program Cost:** \$675 per person (paid in advance)

Cost covers course materials and instructor.

**To Register:** [www.yourchamber.com](http://www.yourchamber.com) or call (503) 654-7777

Training will take place via ZOOM. In the event that classes can be held face-to-face,

Clackamas Community College will provide space.

