

Leadership Modeling Channel

This document includes information on the video programs that are included as part of the Leadership Modeling Channel. Additional information, (ie: links to participant materials, ability to preview programs) can be located at <http://www.edgetrainingsystems.com/EdgeProducts/TrainingVideos.aspx>

Additional information can also be obtained from Edge Training at (800) 305-2025. Thank you.

A Policy Is Not Enough: Leading A Respectful Workplace

Too many organizations are learning the hard way that the actions (or inactions) of their leaders can create tremendous liability for the organization when it comes to workplace harassment. In US Supreme Court rulings, the court made clear that organizations can be held liable for the supervisors' behavior, even if they had no knowledge of that behavior.

It's not enough for an organization to draft a policy against harassment. Organizations today must ensure that all of their leaders are proactively working to create and lead a respectful workplace, one free from harassment and discrimination.

Objectives

- Prepares leaders to lead a respectful workplace.
- Learn to model respectful behavior in the workplace.
- Coach employees to avoid disrespectful behavior.
- Respond immediately to situations that could lead to harassment claims.

Coaching & Counseling: Maximizing Opportunities

This video is designed to prepare and motivate participants to pass on their knowledge and skills to create a more productive workplace. It demonstrates how coaching is one of the most effective ways to improve the performance of the people around you.

Objectives

- Demonstrate how to recognize and transform seemingly ordinary situations into coaching opportunities.
- Educate participants how to distinguish between coaching and counseling situations.
- Teach participants how to pass on their knowledge and skills by following seven essential steps.
- Explain how to improve the performance of fellow employees through coaching and counseling.
- Value the importance of taking an interest in the careers of fellow employees.

Conflict Resolution: The Skill That Makes The Difference

This course is designed to help participants become better managers of conflict so that they can build productive relationships in the workplace. Participants have an opportunity to learn and practice their conflict resolution skills in a variety of different ways.

Objectives

- Understand the value of resolving conflict in the workplace.
- Reflect on past conflict in order to identify opportunities where the conflict could have been managed in a more constructive manner.
- Teach participants to encourage others to explain their side on a conflict and follow other guidelines for conflict resolution employees through coaching and counseling.
- Discuss the potential benefits of conflict that is managed constructively.
- Help participants learn to separate people from the problem they are trying to resolve.

Different Like You: Appreciating Diversity in the 21st Century

This groundbreaking video explores the concept of diversity and how organizations must evolve their approach to this topic in order to remain competitive in the 21st century.

Objectives

- Understand the importance of acceptance and appreciation of differences between us.
- Examine their own stereotypes and prejudices and how these impact their behavior.
- Explore barriers to accepting diversity and how they might impact organizational culture.
- Create a more diverse and accepting culture to remain competitive in today's workplace.

Leading the Way: Negotiating with Influence & Persuasion

This course is designed to teach participants how to move people forward to a specific business outcome using influence and persuasion. We are constantly challenged every day to influence people on all kinds of matters - this course can show you effective behaviors to accomplish these changes.

Objectives

- Recognize that building relationships is key to influencing others.
- Illustrate that influence is not about power, but about tactfully gaining people's support and commitment.
- Help participants identify and effectively use the four types of questioning techniques to facilitate negotiations.
- Demonstrate how to gain people's support and commitment with the help of five key strategies.
- Explain how to transform confronting interactions into collaborative problem-solving conversations.

Light The Fire: Leveraging Appraisals for Maximum Performance

Managing and appraising employee performance is a critical job for all leaders and managers. This video course is designed to help students understand and practice how to write goals and objectives that are aligned with and effectively support their business unit and the company as a whole.

Objectives

- Effectively write goals and objectives that align with business units and overall company objectives.
- Measure the entire scope of job responsibilities as they relate to developing effective goals and objectives.
- Discover the benefits of coaching and mentoring and the principles of successful development.
- Identify personal skills and growth needs required to attain planned goals and objectives.
- Provide opportunities to develop and enhance skills in effective communication, motivation, and facilitating employees' movement through levels of development performance.

Managing Change: The Complete Perspective

This course is designed to teach participants how to effectively manage change. It demonstrates how change affects individuals internally and the best methods for leading others through change.

Objectives

- Define the five distinct stages of adjusting to change.
- Understand that although change is difficult it offers opportunities for growth, learning and new experiences.
- Develop strategies to manage change internally by following three essential steps.
- Demonstrate how to effectively lead others through change with the help of five key steps.
- Help the participants become familiar with the process of change so that they can be effective managers.
- Illustrate how effectively managing change will benefit leaders and their organization, in the future.
- Recognize the impact of change in order to successfully lead people through change.

Master The Message: Communicating For Success

Participants learn to become better communicators so that they can build productive relationships in the workplace. Role-plays in this video are provided to help participants experience the communication process from various standpoints: speaker, listener, and facilitator.

Objectives

- Practice giving specific directions and delivering constructive feedback for maximum effectiveness.
- Educate participants the skills needed to elicit open communication from others.
- Help participants understand the importance of nonverbal messages.

- Assist participants in assessing and strengthening their listening skills.
- Experience the communication process from a variety of viewpoints: speaker, listener and facilitator.

No Excuses: Foundations for Accountability, Ethics and Values

This course is designed to give your leaders the tools they need to not only hold themselves to high standards but also influence their peers and the people they lead. The full version of "No Excuses" includes a short video called "Be Accountable" that uses current events to illustrate the lack of accountability in society today. For greater training flexibility your video license purchase will include, the full version, the edited version and the Be Accountable video.

Objectives

- Show participants how to align their team to make sure everyone is accountable.
- Illustrate to participants how their personal accountability affects those around them.
- Teach participants how to negotiate peer to peer accountability.
- Show participants the best methods to ensure and promote accountability of those they lead.
- Teach participants a three step process to use when challenging a coworker's accountability.

On the Edge v2.0: Managing High Risk Situations

This powerful discussion-starting video presents nine realistic scenarios in which employees face volatile and potentially violent situations in the workplace and gives participants an opportunity to discuss appropriate resolutions, as well as any preventive actions which could have been taken.

Objectives

- Illustrate how to recognize and contain situations before they escalate into violent events.
- Provides participants an opportunity to discuss appropriate resolutions, as well as any preventative actions which could already have been taken.

Problem Solving & Decision Making: Achieving Desired Results

This course is designed to assist participants in exploring the best practices for problem solving and decision making. It demonstrates how effective problem solving and decision making can benefit leaders, their employees and the entire organization.

Objectives

- Illustrate how to define problems by identifying the root cause.
- Teach participants how problem solving and decision making work together.
- Demonstrate how to solve problems and make decisions by following six essential steps including analyzing the problem, brainstorming solutions, making the best decisions and following through by monitoring results.
- Understand how to creatively solve problems through the use of various techniques.
- Demonstrate the ability to evaluate solutions in order to choose the best idea that will yield measurable results.

Roadmaps: Creating Effective Written Action Plans

A written action plan is a valuable tool in career development. Unfortunately many of our employees do not know how to go about creating an effective written action plan. This video outlines what a written action plan is, what is needed prior to creating an effective development plan and the steps to create the plan.

Objectives

- State your objective (what do you want to do?) regarding this particular strength or need.
- Plan appropriate actions, learning experiences, and exercises to further develop this area.
- Identify other people and resources that you can turn to for assistance in developing this area.
- Set specific target dates of milestones for completion of these development activities.