



### DDI LEADERSHIP TRAINING - NEW MODULES!

Learning may start in the classroom or online but it must continue on the job. Using high-quality curriculum developed by Development Dimensions International, Owens Community College delivers relevant and challenging learning experiences for all levels from individual contributors and front-line leaders to mid-level and senior-level leaders. More importantly, we help to ensure that newly-learned skills are put to use from first day back on the job. Your associates will be participating in the four half-day modules indicated below. All classes are presented by certified DDI instructors. All materials are included in course fee.

#### NEW! **Communicating for Leadership Success**

This foundation course will enhance your performance as a leader who achieves results through others as you build stronger relationships with your team and others. This session will help you realize business benefits as well as benefits to you as a leader from anticipating and meeting the personal and practical needs of those with whom you interact. Plan for interactions more successfully – in person and virtually – so that the efforts of you and your team are increasingly focused, efficient, and effective. Enrich the feedback that you provide to others.

#### NEW! **Coaching for Peak Performance**

Gain tools that encourage people to take ownership of and be accountable for their work performance. Create a work environment where people are comfortable taking on the risks associated with new responsibilities. Boost morale, improve productivity, and increase profitability by coaching for peak performance in each person. Manage work performance issues, in a fair, consistent manner.

#### NEW! **Resolving Workplace Conflict**

Enables leaders to reduce the damaging effects of workplace conflict on individuals, groups, and the organization. Learn how to effectively address workplace conflict and enhance productivity, efficiency, and morale. Help others take responsibility for resolving their own conflicts. Promote a culture of trust and mutual respect within your work group. Build an innovative and collaborative work environment.

#### NEW! **Driving Change**

Focuses on the crucial role leaders have in effectively exploring change, introducing change, and helping others overcome resistance typically associated with change. Leaders learn how to conduct effective change discussions that minimize the potentially negative effects of change on morale, processes, and productivity.

51104 Wed 2/21 - 3/14 8 a.m. - 12 p.m. Findlay \$535

### CONFLICT MANAGEMENT

We will help participants to understand workplace conflict, see its causes and impact on an organization. The training promotes recasting conflict as a framework for problem solving rather than as a costly organizational barrier. We will help you understand what conflict really is, know what the first step is in resolving conflict, to understand the causes of conflict and how people respond to conflict. We will also explore conflict resolution in terms of its short term and long-term impact – as well as its impact on systems to prevent destructive conflict in an organization and generating options that produce mutual gain along with the significance of planning and preparing for conflict resolution.

51107	Thu	2/22	8 a.m. - 12 p.m.	Perrysburg	\$59
51108	Tue	3/13	8 a.m. - 12 p.m.	Findlay	\$59

### EFFECTIVE DISCIPLINE - DO'S AND DON'TS

This workshop defines the relationships between instruction, coaching, and discipline in the workplace. It emphasizes the distinctions between coaching and discipline – and which techniques are appropriate to use – and when. We will cover the connection between instruction and coaching – what each is designed to accomplish in the workplace and why coaching should be the preferred method of performance improvement before disciplinary techniques are attempted. We will explore situational analysis as a basis for deciding how to handle an issue: defining what happened, understanding its severity, prevention of repeating a problem, options for addressing the issue. We will also cover the do's and don'ts of effective discipline.

51109	Thu	2/22	1 - 5 p.m.	Perrysburg	\$59
51110	Tue	3/13	1 - 5 p.m.	Findlay	\$59

### MANAGING A MULTI-GENERATIONAL WORKFORCE

This training helps participants to understand workplace difficulties, caused by differences between generations and the impact on an organization. We will explore generational differences - real and perceived to help us understand why generations see things differently. We will discuss identifying how to blend the strengths of each generation for the best productivity makes reaching our goals easier. Additionally, we'll explore what managers & supervisors need to do to improve teamwork among all generations and the cost of doing today what we have always done.

51105	Tue	4/17	8 a.m. - 12 p.m.	Perrysburg	\$59
51106	Thu	4/26	8 a.m. - 12 p.m.	Findlay	\$59



**REGISTER TODAY!** • [www.owensworks.com](http://www.owensworks.com) • (567) 661-7357