

# Tools for Intentional Excellence for the 21st Century Global Leader Course Curriculum Overview

To minimize risks associated with the human factor and to improve the performance of operations within a school, business, or organization one should invest in training. For example, many companies suffer from a high staff turnover in the areas of operations, administrative and support staff. If we wish to retain knowledge and keep the skills within this industry, its imperative leaders implement tools to motivate staff and show them their efforts are recognized.

*What defines a leader? Since the beginning of time, there has been a need or individuals to take the reins and lead. It is imperative for staff to also know they can grow professionally. Even though this topic has been discussed for years, the word "leadership" is often confused with the word "management." In addition, many people believe that the title of leader is reserved for those with a nameplate on their desk or a fancy title on their business card.*

## Modes of Instruction and Learning

- PowerPoint Presentation
- Handouts
- Practical Exercises
- Video Links
- Group Activities
- Discussions
- Case Based Group Activities

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# Leadership Courses

## Leadership Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **Learning to Lead from Within:**  
Focuses on personal introspection and self-awareness as foundational elements of effective leadership.
- **Boundaries for Leaders:**  
Explores setting and maintaining healthy boundaries in leadership roles to enhance productivity and well-being.
- **Unleashing Talent to Lead:**  
Equips leaders with strategies for identifying and nurturing the leadership potential of individuals within their teams.
- **Building Trust, Credibility, and Respect:**  
Addresses the importance of trust and credibility in leadership, offering techniques for cultivating these qualities.
- **Mistakes of Leaders:**  
Examines common mistakes made by leaders and provides insights on how to avoid or rectify them.
- **The World of Wounded Leaders:**  
Explores the challenges faced by leaders dealing with personal or professional setbacks and strategies for resilience.
- **The Game of Inches:**  
Focuses on the incremental progress and small actions that contribute to effective leadership and organizational success.
- **Develop Your Leadership Potential:**  
Offers tools and techniques for individuals seeking to enhance their leadership capabilities.
- **Leadership Focused Management:**  
Integrates leadership principles into management practices for more impactful organizational leadership.
- **Just having the Title Doesn't Mean You're a Leader:**  
Challenges the notion that leadership is solely defined by job titles, emphasizing the importance of actions and behaviors.
- **Years of Working does not Equate to being a Leader:**  
Emphasizes that leadership is not solely based on tenure but requires specific skills and qualities.
- **Learning Change in Your Organization:**  
Provides strategies for leading and managing organizational change effectively.
- **Leading With the Right Questions:**  
Encourages leaders to ask the right questions to foster critical thinking and problem-solving among team members.
- **Learning With Intentionality:** Advocates for purposeful and deliberate learning and development efforts in leadership roles.

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- **Senior Leadership Leading by Action and not Words:** Highlights the significance of leading by example for senior leaders in organizations.
- **Learning with Diplomacy & Tact:** Teaches leaders to navigate challenging situations with diplomacy and tact.
- **Crucial Conversations for Leaders:** Equips leaders with skills to manage difficult conversations effectively.
- **Leading with a Team Smarter than You:** Explores strategies for leading teams comprising individuals with diverse expertise and abilities.
- **Learning when to Fire You the Leader:** Addresses the difficult decision of leadership self-assessment and knowing when it is time to step down.
- **The Dangers of Leading Actively Retired at the Workplace:** Discusses the risks associated with leaders who are disengaged or stagnant in their roles.
- **The Consequences of a Trifling Leader or Leadership:** Examines the negative impact of ineffective or negligent leadership on organizations.
- **Learning to Lead and be a Talent Scout:** Teaches leaders to identify and develop talent within their organizations.
- **Learning to Lead Creating an Environment Conducive for Learning, Working, and Earning:** Focuses on creating a positive and productive work environment under effective leadership.
- **What Legacies do you want to Leave Behind:** Encourages leaders to consider the long-term impact of their leadership and legacy-building efforts.
- **Leading from the Back:** Explores servant leadership principles and leading by supporting others from behind.
- **Situational Leadership:** Discusses adapting leadership styles based on situational demands and individual needs.
- **Leading with Love & Patience:** Advocates for compassionate and patient leadership approaches.
- **Leading with a Past Everyone Reminds You Of:** Addresses challenges associated with past mistakes or failures and strategies for moving forward.
- **Leading with No Boxes at all:** Encourages leaders to think outside traditional boundaries and embrace innovation and diversity.
- **Leading Losing the Game:** Addresses resilience and leadership lessons learned from failure or setbacks.
- **How to Effectively Lead a Multi-Generational Organization:** Provides strategies for effectively managing and leading teams comprising individuals from different generations.
- **How to Effectively Lead a Multi-Cultural Organization:** Addresses challenges and opportunities in leading diverse teams from various cultural backgrounds.

# Talent Management & Organizational Design Courses



## Talent Management & Organizational Design Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **The Dimension of Primary & Secondary Diversity:** Explores the various dimensions of diversity, including both primary (e.g., race, ethnicity, gender) and secondary (e.g., education, socioeconomic status) aspects.
- **Global Diversity & Inclusion: What Does It Really Mean:** Discusses the importance of understanding and embracing diversity and inclusion on a global scale and what it truly entails in diverse cultural contexts.
- **How to Address Conscious & Unconscious Biases in the Workplace:** Provides strategies for recognizing and addressing biases, both conscious and unconscious, to promote fair treatment and decision-making in the workplace.
- **How to Address Microaggressions in the Workplace:** Offers guidance on recognizing and addressing microaggressions—subtle, often unintentional, discriminatory remarks or actions—within the workplace.
- **How to Reinvent the Employee Experience:** Explores ways to redesign the employee experience to be more inclusive, engaging, and supportive of diverse perspectives and backgrounds.
- **How to Build a Diverse Purpose-Driven Organization:** Focuses on creating an organizational culture that prioritizes diversity, equity, and inclusion while also aligning with a clear sense of purpose and mission.
- **How to Reset a Diverse Organizational Culture:** Provides strategies for addressing and transforming organizational culture to be more inclusive, respectful, and supportive of diversity.
- **Building Resilience: Your Own and Your Workplace's:** Discusses resilience-building techniques for individuals and organizations to navigate challenges and setbacks, particularly in the context of diversity and inclusion efforts.
- **How to Cultivate Empathy within a Diverse Workplace:** Explores the importance of empathy in fostering understanding and connection across diverse backgrounds and experiences within the workplace.
- **Strategies for Leading Effective Meetings:** Offers guidance on leading meetings in a way that promotes inclusivity, encourages diverse participation, and ensures equitable decision-making processes.
- **How to Talk about Race with Your Employees:** Provides strategies for facilitating open and constructive discussions about race and racial issues in the workplace, fostering greater understanding and allyship.
- **Resiliency within a Diverse Workplace:** Explores strategies for building individual and collective resilience within a diverse workplace environment, considering the unique challenges and strengths that diversity brings.
- **How to be Intentional & Impactful with Diversity Recruiting:** Offers insights into how to approach diversity recruiting with intentionality and effectiveness to attract and retain diverse talent.

## Talent Management & Organizational Design Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **How to Properly Address Gaslighting in the Workplace:** Discusses how to recognize and address gaslighting behaviors—manipulative tactics aimed at undermining others' perceptions or sanity—in the workplace, particularly within the context of diversity and inclusion.
- **How to Encourage Allyship & Bystander Intervention:** Provides strategies for fostering allyship and empowering bystanders to intervene in situations of discrimination or injustice in the workplace.
- **Going Beyond having a Token Diversity Title & Check off the Box:** Challenges organizations to move beyond superficial diversity efforts by truly integrating diversity, equity, and inclusion into their core values and practices.
- **The Role of DEIB in Organizations and the Business Case:** Explores the business case for diversity, equity, inclusion, and belonging initiatives and their role in driving organizational success, innovation, and resilience.
- **How to Become a Culturally Diverse 21st Century Leader:** Offers guidance for leaders on developing the cultural competence and awareness necessary to lead effectively in diverse, multicultural environments in the 21st century.



# Job Readiness Courses



## Job Readiness Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **Has Social Media Replaced the Three C's: Customer Service, Common Sense and Common Courtesy?:** Explores the impact of social media on traditional customer service principles and emphasizes the enduring importance of common sense and courtesy in professional interactions.
- **Just Enough Is Not Good Enough:** Encourages participants to strive for excellence rather than settling for mediocrity in their work performance.
- **Excellence Without Excuse:** Promotes a mindset of accountability and responsibility for delivering high-quality work without making excuses.
- **All of Us Are Important, but None of Us are Necessary:** Highlights the value of teamwork and collaboration in achieving organizational goals while emphasizing the importance of individual contributions.
- **Working with Difficult People (Folks) Ain't No Joke:** Provides strategies for effectively navigating interactions with challenging colleagues or clients in the workplace.
- **Taking Common Sense to High Places:** Encourages applying practical wisdom and logical reasoning to decision-making processes, even in leadership roles.
- **When Leadership Calls Will You Be Ready?** Prepares individuals to step up and assume leadership responsibilities when the opportunity arises.
- **From Rhetoric to Reality:** Guides participants in translating aspirations and goals into tangible actions and results.
- **What Is Your Word Worth?** Emphasizes the importance of integrity and trustworthiness in professional relationships and commitments.
- **Global Diversity: What Does It Really Mean:** Explores the concept of diversity from a global perspective and its implications for organizations operating in diverse cultural contexts.
- **How to Fight Unconscious Bias in the Workplace:** Provides strategies for recognizing and mitigating unconscious biases that may influence decision-making and interactions in the workplace.
- **How to Reinvent the Employee Experience:** Focuses on redesigning the employee experience to enhance engagement, satisfaction, and productivity.
- **How to Build a Purpose-Driven Organization:** Guides organizations in aligning their mission and values to create a sense of purpose and meaning for employees.
- **How to Reset an Organizational Culture:** Addresses strategies for transforming organizational culture to better support employee well-being, diversity, and inclusion.
- **Building Resilience: Your Own and Your Workplace's:** Provides tools and techniques for developing personal and organizational resilience to navigate challenges and setbacks effectively.
- **How to Cultivate Empathy in the Workplace:** Promotes the development of empathy as a key skill for fostering understanding and connection among colleagues.

## Job Readiness Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **Strategies for Leading Effective Meetings:** Offers guidance on planning and facilitating productive and inclusive meetings that drive collaboration and decision-making.
- **How to Talk about Race with Your Employees:** Provides frameworks for having open and constructive conversations about race and diversity in the workplace.
- **Resiliency within the Workplace:** Explores strategies for building individual and collective resilience to thrive in a dynamic work environment.
- **How to Improve Diversity Recruiting:** Offers insights and best practices for attracting and retaining diverse talent in the organization.
- **How to Properly Address Gaslighting in the Workplace:** Provides guidance on recognizing and addressing gaslighting behaviors that undermine trust and psychological safety.
- **How to Work Effectively in a Multi-Generational Environment:** Explores strategies for bridging generational differences and maximizing collaboration in multi-generational workplaces.
- **How to Effectively Nurture an Inclusive Leadership Environment:** Offers guidance for fostering inclusive leadership practices that value and leverage diverse perspectives.
- **How to Effectively Increase Employee Engagement in the Workplace:** Provides strategies for enhancing employee engagement to drive productivity, satisfaction, and retention.
- **Building upon Successful Wellness Techniques for the Workplace:** Explores strategies for promoting employee well-being and creating a supportive work environment.
- **Developing Effective Competencies for Future Organizational Goals:** Prepares individuals to acquire and develop skills aligned with future organizational needs and objectives.
- **Building Future Leaders to Replace You:** Guides organizations in nurturing and developing the next generation of leaders to ensure continuity and succession planning.
- **How to Build Strategic Win-Win Partnerships:** Provides techniques for building mutually beneficial partnerships with stakeholders both within and outside the organization.
- **Data Analytics Becomes Critical to Succeed:** Emphasizes the importance of leveraging data analytics for informed decision-making and strategic planning.
- **Why Should Anyone Be Led by You:** Encourages individuals to reflect on their leadership qualities and the value they bring to their teams and organizations.
- **Why Should Anyone Be Taught by You:** Explores effective teaching and communication strategies to engage and inspire learners.

## Job Readiness Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **Why Should Anyone Be Managed by You:** Examines effective management practices that inspire trust, motivation, and performance in team members.
- **Why Should Anyone Be Elected by You:** Discusses the qualities and values that make individuals suitable candidates for leadership positions.
- **Professional Negotiation Skill-Managing Change & Conflict:** Provides techniques for effective negotiation, conflict resolution, and managing change in the workplace.
- **Are You Prepared for Global Leadership:** Prepares individuals for leadership roles in a globalized and interconnected world.
- **How to Deal with Harassment, Bullying & Violence:** Addresses strategies for preventing and addressing workplace harassment, bullying, and violence.
- **The Value of Relationships and Client Satisfaction:** Emphasizes the importance of building and maintaining positive relationships with clients and stakeholders.
- **The Value of Five-Star Customer Service:** Provides techniques for delivering exceptional customer service to enhance satisfaction and loyalty.
- **How to Work Effectively with Internal & External Stakeholders:** Offers strategies for collaborating effectively with internal teams and external partners.
- **How to Become a Culturally Diverse 21st Century Leader:** Guides individuals in developing cultural competence and leadership skills to thrive in diverse environments.
- **The Art of Work-Life Balance:** Provides strategies for achieving a healthy balance between work responsibilities and personal well-being.
- **Are you a Change Agent in your Environment:** Encourages individuals to embrace their role as change agents and catalysts for positive transformation.
- **The Art of Effective Team Building, Teamwork and Building Relationships while Expanding an Organization:** Explores techniques for fostering teamwork, building relationships, and expanding organizational capabilities.
- **Effective Job Readiness Skills:** Covers essential skills and behaviors needed to succeed in the workplace, including communication, problem-solving, and professionalism.
- **Efficient and Effective Time Management Skills:** Provides strategies for managing time efficiently and prioritizing tasks to maximize productivity.
- **Building a Culture of Trust amongst Peers & Stakeholders in the Community:** Discusses strategies for fostering trust and collaboration among colleagues and external stakeholders.

## Job Readiness Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **How to Become Relational and Transactional:**

Explores the balance between building authentic relationships and achieving transactional goals in professional interactions.

- **How to Become High Tech and High Touch:**

Emphasizes the importance of leveraging technology while maintaining a human-centric approach in serving customers and stakeholders.

# Life Skills Courses



## Life Skills Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **Outrageous Leadership Skills:** Focuses on developing leadership skills that go beyond the ordinary, emphasizing innovation, boldness, and creativity in leadership roles.
- **Communication & Relational Skills:** Covers effective communication techniques and strategies for building and maintaining positive relationships with others.
- **Decision Making/Strategic Planning:** Provides tools and frameworks for making informed decisions and developing strategic plans to achieve personal and professional goals.
- **Effective Conflict Resolution & Mediation:** Equips individuals with skills for managing and resolving conflicts in various contexts, promoting understanding and collaboration.
- **The Art of Self-Talk, Habits, and Expectations:** Explores the impact of self-talk, habits, and expectations on personal growth and success, offering strategies for cultivating a positive mindset.
- **The Art of Effective Communication, Both Verbal & Non-Verbal:** Emphasizes the importance of both verbal and non-verbal communication skills in conveying messages effectively and building rapport.
- **Winning Strategies for Efficient and Effective Time Management Skills:** Provides techniques for managing time efficiently, prioritizing tasks, and maximizing productivity.
- **Dealing with Difficult People:** Offers strategies for effectively managing challenging personalities and situations in personal and professional settings.
- **How to Create Environments Conducive for Growth:** Discusses ways to cultivate environments that foster personal and professional growth, innovation, and learning.
- **How to be Pro-Active in a Reactionary Society:** Encourages initiative-taking behavior and mindset in navigating a rapidly changing and reactive societal landscape.
- **You're Meant to Thrive:** Explores principles and practices for achieving personal fulfillment, happiness, and success in life.
- **Working Effectively with Multi-Generations in the Workplace:** Provides insights into generational differences and offers strategies for collaborating effectively across different age groups in the workplace.
- **Ethics and Social Responsibility in the Workplace:** Examines ethical principles and the importance of social responsibility in professional settings, guiding individuals in making ethical decisions and actions.
- **How to Brand You, Your Vision & Company:** Covers personal branding strategies and techniques for promoting individual and organizational identity and vision effectively.

## Life Skills Courses

The provided list comprises a diverse range of leadership courses covering various aspects of leadership development and management. Here is an overview of each course:

- **Building a Culture that Serves the Customer:** Discusses the importance of customer-centric cultures and provides strategies for creating environments focused on meeting customer needs and expectations.
- **Having a Problem-Solving Mindset:** Encourages an initiative-taking approach to problem-solving and offers techniques for generating creative solutions to challenges.
- **Embrace Change or Become the Victim of Change:** Explores the mindset and skills needed to adapt to change effectively and thrive in dynamic environments.
- **Solving Problems: Generating and Evaluating Alternatives:** Provides methodologies for systematically identifying, analyzing, and evaluating solutions to problems.
- **Learning to Lead Yourself before You Can Lead Others:** Emphasizes self-leadership principles and personal development as foundational to effective leadership of others.
- **Preventing Unhealthy Workplace Conflict:** Offers strategies for creating a positive work environment and preventing conflict escalation.
- **Tough Decisions: See It Through:** Guides individuals in making and implementing tough decisions with confidence and conviction.
- **Proper Communication that Builds Trust:** Discusses communication practices that foster trust and credibility in personal and professional relationships.
- **How to Prioritize Life, Business, and Family:** Provides techniques for balancing competing priorities and responsibilities effectively.
- **Stay Ready: Learning How to Stay Prepared for Opportunities:** Encourages readiness and preparedness for seizing opportunities as they arise.
- **Increasing Your Self-Worth & Self-Esteem:** Offers techniques for enhancing self-worth and self-esteem, promoting confidence and resilience.
- **Effective Ethics in the Workplace:** Explores ethical principles and practices for promoting integrity and accountability in professional settings.



## Course Subject Items

### Detail

#### Course Objectives

- Analyze how to create a pro-active environment of prevention and positive change within the workplace.
- Analyze what core competencies are needed to be effective in personal and professional daily life pursuits.
- Analyze how motivation affects employee performance within the workplace.
- Analyze what it takes to turn life's stumbling blocks into positive steppingstone.
- Analyze how attitudes and behaviors in the working environment directly affect workplace performance.
- Identify the characteristics of effective individuals and effective teams in the working environment.
- Analyze the importance of critical thinking and how it affects our personal and professional life.
- Analyze how resilience affects the organizational culture of a working environment and one's personal life.
- Measure the importance of vision in personal and professional life.
- Determine best practices of how to prioritize business workplace assignments from personal task.
- Examine positive coping mechanisms to manage stress within the workplace.
- Examine leadership skill types and what is suitable for certain environments.
- Construct a long-term strategic management plan for sustaining organizational and individual performance.
- Examine how to build consensus internally and externally within an organization.
- Examine the importance of effective decision making in the workplace and one's personal life.
- Evaluate the application of a deliberate plan and make necessary adjustments to continuous improvement, crisis management scenarios and emergency interruptions

## Sample training discussion questions that will be addressed during the duration of courses:

Why is strategic planning important to an organization? How does strategic planning help an organization?  
How do you prepare in the school, business and/or government environment to consistently identify and produce leaders?

Why is team building important in the everyday productivity of one's life?

Why is understanding decision making as a leader important when leading others?

How do you convey your vision or the company's vision to family and employees effectively?

What are specific tools I need to strive toward excellence yet a balance within my life?

How do I bounce back from failures or delays within my life to move positively forward?

How and why has strategic planning become more flexible in recent years compared to the past?

What types of competitive strategies are the most effective? Will the same strategy work in most venues? Why or why not?

What is the role of strategic planning in creating value for an organization?

Provide an example of how a company uses strategic planning to create value for the organization.

Describe some options of how to be "pro-active" versus "re-active" within a working environment.

Define risk and how it affects the strategy planning process. In relation to innovation, sustainability, and the job market, how would you decide whether a risk is worth taking the chance on when to create a strategic plan?

Which of the following comes first, organizational structure or strategic planning? Why?

Why is it important for an organization to identify the areas it wishes to measure before the implementation process begins? What would be the consequence if these clear measurement guidelines had not been developed before the implementation?