



The most important role in running a successful organization, is helping all employees perform at their highest level. The individuals who have the most impact on achieving those high levels of performance are your managers and supervisors.

The FOCUSED **Leadership** development program provides all levels of managers and supervisors with the skills needed to effectively reinforce leadership principles at division and department levels; as well as applying the skills in broader, more universal applications of leadership within the organization.

Every topic includes interactive discussion and sharing of best practices, so everyone learns from the experience of others. The program includes the following:

- Leadership vs. Management
- Ethics in Leadership
- Fair Process
- Company Culture – Understanding the Foundation
- Personality Styles in the Workplace
- Setting the Example of Accountability
- Defining Who I Am as a Leader
- Leadership Transparency and Authenticity, Building Trust and Gaining Buy-in
- Setting and Reinforcing Expectations
- Building Healthy Workplace Relationships
- Effective Communication
- Leading Change
- Providing Effective Feedback
- Recognition and Reward
- Working with Negative Behaviors, Entitlement Attitudes and Difficult People
- Leading Effective Meetings
- Workplace Conflict
- Developing Yourself and Your Team
- Walking the Talk
- Putting it all Together, and Sustaining the Results

For further information, please contact Bonnie Sussman-Versace at [bversace@focusedllc.net](mailto:bversace@focusedllc.net), or [610.301.2194](tel:610.301.2194).