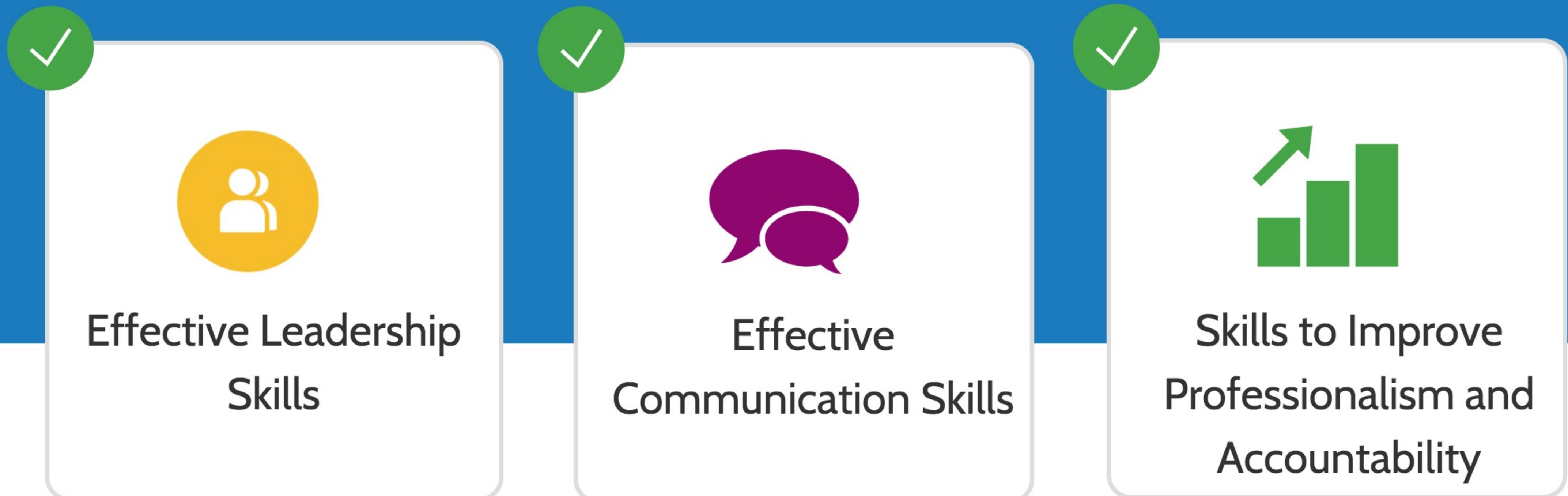


# Building Performance Capacity

Techniques and tools for effective leadership, communication, and improving work place professionalism and accountability.



## Outline of Workshop

### DAY ONE

#### Effective Leadership Skills

- Define capacity building
- Identify opportunities for long term growth
- Learn strategies to build trust and manage change
- Identify the role of leaders
- Understand the essential skills of leadership
- Strategies in addressing the right concern to increase team participation, motivation, and buy-in

#### Effective Communication

- Understand the importance of messaging and the development of organizational key messages
- Practice communicating with plain and professional language
- Examine how an organization effectively talks about and markets itself
- Strategies in using messaging to set yourself apart from competing organizations
- Strategies for crisis communication
- Apply skills to improve internal and external relationships

### DAY TWO

#### Improving Workplace Professionalism and Accountability

- Examine and identify impact of our own interactions with others
- Develop personal accountability and take responsibility as a leader
- Understand how to improve accountability
- Explain how to achieve professional relationships (adult-adult)
- Strategies to deal with difficult people
- Strategies to manage conflict - what you can and cannot change
- Coaching skills to improve work habits



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