

Building Performance Capacity

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



Effective Leadership Skills



Effective Communication Skills



Skills to Improve 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



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



Let's connect!



Colleen Rudio
colleen.rudio@cascadiabusiness.com
www.cascadiabusiness.com 406.239.3547

John MacDonald
CONSULTING

(406) 465-3558 | john@jmacconsult.com | jmacconsult.com