

# EXTRAORDINARY LEADERSHIP OVERVIEW



## *Character, Capability, Interpersonal Skills, Leading Change and Focus on Results*

### **Program Introduction:**

In the 21st Century, leadership engagement of the whole team is required to compete in global capital markets, whether in education, government or commercial enterprise.

The Sergent Results Group offers this four-hour overview of “Extraordinary Leadership”, a unique, executive education experience designed to help you transform your leadership through your management practices. Learn to meet this challenge by applying leadership with a focus on coaching employees, peers and managers.

The program provides an exciting journey into how good managers can become great leaders, based on the extensive research used by Zenger & Folkman to write “The Extraordinary Leader”. Leadership behaviors form a complex interdependent network. Effective leadership requires that we balance five different sectors of competencies. The evidence is ample that these combinations of personal competencies make a difference and produce great leaders. The more people apply and develop these competencies, the more likely they are to be seen as and become great leaders.

Leadership concepts, thinking, practices, and tools can be applied in your organization using an experiential learning approach. We will collaborate in teams in several “hands-on” exercises to practice applying leadership skills in a supportive learning environment over our four hours together.

### **Key Learning Outcomes:**

- An overview of the extraordinary leadership model.
- Connection to critical role of communications, coaching and feedback.
- Review of different approaches to manage and lead teams.
- An opportunity to practice leadership skills and associated behaviors.
- An index to a number of printed and online references.
- A knowledge base for implementing a leadership practice in your daily work.

### **Who Should Attend:**

This program is specifically designed for executives and managers who desire to implement extraordinary leadership principles and practices to improve their results.

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## Agenda and Outline:

### Hour One

- Extraordinary Leadership Model
- Character, Personal Capability, Interpersonal Skills, Leading Change, Focus on Results
- Character and Respect for People
- Ethics of Leadership
- Trust, Fear
- Reasons Employees Leave
- Managing Stress and Stressors with Lean (EXERCISE)

### Hour Two

- Personal Capability
- PDSA/PDCA & Leader Standard Work
- MEET Model
- Problem Analysis & Problem Solving
- Prioritizing Your Time & Effort (EXERCISE)
  - 15 Minute Break

### Hour Three

- Interpersonal Skills
- Communicating Expectations
- Coaching Model (EXERCISE)
- Feedback & Performance Management
- TKI Conflict Resolution Model
- Role of Motivation

### Hour Four

- Leading Change, Transition & Transformation
- Team Development Phases
- Circle of Concern & Influence
- Focus on Results
- Strategies & Resources (EXERCISE)
- Reporting & Presenting Results

### Contact:

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### Facilitator, Learning Leader and Instructor

**Dennis M. Sergent, Sergent Results Group** – Lecturer & Member @ Capital Quality Initiative, Oakland University, W. Edwards Deming Institute, Fordham University, Georgetown University, Project Management Institute (PMI), PMI College of Performance Management, Harvard Business Review Advisory Council, McKinsey & Company Executive Panel and AT&T University - Elite Leadership Program