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Leadership • Cultural Change • Teams

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ROMANIA

Leadership Breakfast

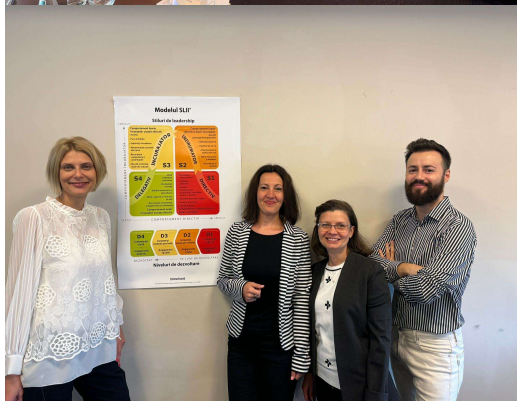
Certificari pentru capabilitati interne de leadership development

Monica Nicolescu
Senior Consulting Associate
International Master Trainer
Coach PCC
Human Invest

Viorel Panaite
Managing Partner
Human Invest

Bucuresti

17 Iunie
9:30 - 12:30



Peste 50 de membri in comunitatea trainerilor interni din Romania pe care i-am certificat si instruit in ultimii 10 ani!

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in comunitatea trainerilor interni din Romania pe care i-am certificat si instruit in ultimii 10 ani!

Invitati:

Carmen Iliescu
Europe L&D Leader
TELUS Digital

Mihai Frunza
Learning and Development
Consultant, Orange

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Care sunt sau ar putea fi beneficiile companiilor care adopta un astfel de model de lucru, beneficii atat pentru organizatii, cat si pentru cei care se certifica?

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Simplificarea muncii profesionistilor din HR prin accesul la programe deja dezvoltate, validate si testate.

- **Usor adaptabile si reconfigurabile** pentru a adresa o diversitate de teme organizationale.
- Fiecare program a fost **testat mai intai de catre noi**, intr-un numar mare de ani, intr-o diversitate de industrii, cu o diversitate de profile de participanti si contexte din cele mai dificile.
- Toate programele sunt foarte bogate in mijoace pedagogice profesioniste: “**facilitator guide**” pentru recomandari privind conducerea fiecarei activitati din program, exercitii atractive si interactive, studii de caz video si scrise, PPT-uri editabile si usor de adaptat – sunt doar cateva exemple

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Fructificarea si sustinerea pasiunii trainerilor interni pentru munca lor.

- Cei care sunt traineri interni cu adevarat pasionati si competenti in rolul lor stiu ce inseamna sa aiba **acces la programe profesioniste** special concepute pentru ei.
- Ei vor sa vada ca efortul lor de instruire si indrumare (F2F sau virtual, in sala sau on-the-job) are un **impact pozitiv cat mai mare.**
- Doresc sa se concentreze cat se poate de mult pe **cresterea calitatii procesului de lucru** din program fara sa-si piarda timp prea mult in “reinventarea rotii” si in cautarea de resurse,
- **Vor sa faca parte dintr-o comunitate de profesionisti**, cu roluri similare – la fel de pasionati, si impreuna cu care sa se inspire reciproc si sa faca schimb de experienta.

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Scalabilitatea si sustenabilitatea investitiilor de consolidare organizationala la costuri reduse.

- Programele pe care le punem la dispozitie organizatiilor lor prin certificari ofera posibilitati multiple de **integrare in curicula interna**,
- Ofera o **complementaritate** usor vizibila si o **coerenta** excelenta intre ele, lucruri care asigura **continuitatea** in construirea de solutii cu real impact pozitiv in organizatie.
- Pentru ca **eforturile de scalare sa fie sustenabile**, oferim indrumare si asistenta constanta trainerilor interni, actualizarea “for free” a programelor, inclusiv a **infrastructurii digitale solide** care le insoteste pe fiecare din ele – atat pentru lucru F2F, cat si pentru lucru in mediu virtual.

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Promovarea si consolidarea rolului managerilor ca “Teacher and Coach”.

- Foarte multi **manageri doresc sa-si imbogateasca si sa-si diversifice rolul**, sa se implice in rol de team-coach, facilitator, ambasador al unei culturi organizationale constructive.
- **Mesaj puternic** atunci cand managerii sa implica personal in instruirea directa a altor angajati din companie.
- Ei si-au dezvoltat **competente de facilitare si instruire** (care ii ajuta enorm si in alte roluri!) si conduc anul 5 – 6 workshop-uri, in paralel cu cele conduse de colegii lor, trainerii interni.

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Certificari pentru traineri interni

Cand am inceput constructia comunitatii trainerilor interni pe care i-am certificat, am avut doua intentii. Prima, pentru a extinde impactul rolului lor, creand ambasadori credibili, profesionisti si pasionati in interiorul organizatiilor. A doua, pentru a asigura un spatiu de conectare, sprijin reciproc, invatare colectiva si schimb de experienta - exact spatiul care le ofera o voce puternica si de impact in munca lor.

In acest moment comunitatea numara peste 50 de membri si este formata din traineri certificati pe programele Blanchard, Wiley si Mojo. Prin aceasta retea de profesionisti, programele au continuitate si capata inca si mai multa forta, devenind parte integranta din cultura de invatare a fiecarei companii.

Alexandra Culicovschi
Senior Consulting Associate
Product Development Manager
Coach ACC

Parteneri internationali

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THE FIVE BEHAVIORS OF A COHESIVE TEAM™

THE LEADERSHIP CHALLENGE®

MOJO MOMENTS®

TIME FOR CHANGE

Sustenabilitate, scalare, coerenta si impact

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Exemple Local Clients
Traineri Interni Certificati
Blanchard, DiSC, Mojo

Autoliv
BOSCH
Coca-Cola HBC Romania
DARWIN
endava
FARMEXPERT
IPSO Agricultură
maib
MICROCHIP
MORNINGSTAR | SUSTAINALYTICS
orange
profi zilnic prețuri mici
REGINA MARIA
RENAULT
synevo
Teleperformance
TELUS
URSUS Breweries
VEEAM
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“We provide the leadership language and models that drive the most successful organizations.”

—Scott Blanchard

Exemple Global Clients
Traineri Interni Certificati Blanchard

"We provide the leadership language and models that drive the most successful organizations."

—Scott Blanchard

Exemple Global Clients
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Cele mai populare din programele noastre folosite de traineri interni certificati

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Self Leadership

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BLANCHARD MANAGEMENT ESSENTIALS®

CANDOR Sweet Spot CURIOSITY

Conversational Capacity

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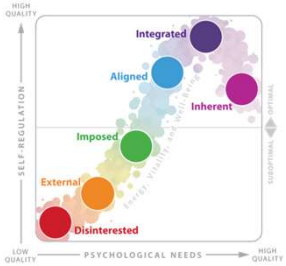

MOJO MOMENTS™
Turning leadership insight-out

Mastering Your Motivation

Prezentari sintetice ale celor mai populare programe folosite de trainer interni in Romania

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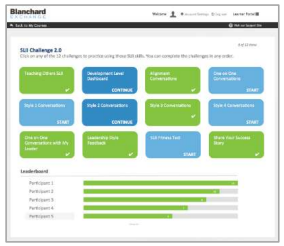
SLII®

The world's most-taught leadership framework, SLII® teaches managers how to unleash the potential of their direct reports by leading situationally: giving the right support and right direction at the right time. This enables employees to develop faster, succeed more, and reach their full potential. It also gives managers a common leadership language.

Outcomes and competencies:

- Increase the quality and quantity of conversations about performance and development
- Build leadership skills and common language.
- Use different leadership styles at the appropriate time
- Build skills in goal setting, giving work direction, encouraging self-reliant problem solving, listening, observing and monitoring performance, and giving feedback.



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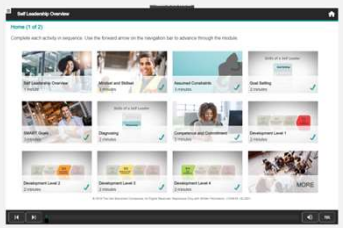
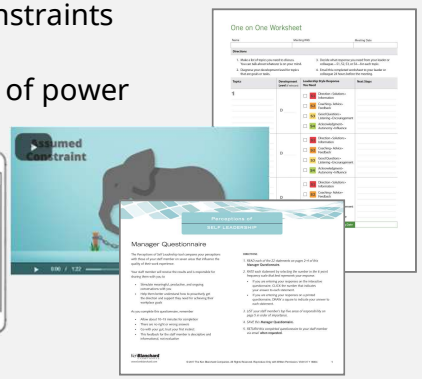
Self Leadership

Self Leadership teaches individuals at all levels in an organization to learn the behavior required to move from being responsive to being responsible for their role in an organization's success. They learn a shared language for discussing their development and performance to have more effective conversations and build more trusting, open relationships with their managers. These skillsets and mindsets are the foundation for a culture of innovation.

Outcomes

- Learn the mindset and skillset of Self Leadership
- Practice being proactive when asking for direction and support in conversations with your manager
- Learn how to challenge assumed constraints
- Learn how to set SMART goals
- Explore and activate personal points of power





Building Trust

Trust in the workplace is a prerequisite for success, so when it's missing, there's little collaboration and suspicion. Building Trust teaches how to cultivate trust and repair it when it's been compromised. Using the Elements of Trust Model, learners discover how to inspire engagement and commitment.

Outcomes and competencies:

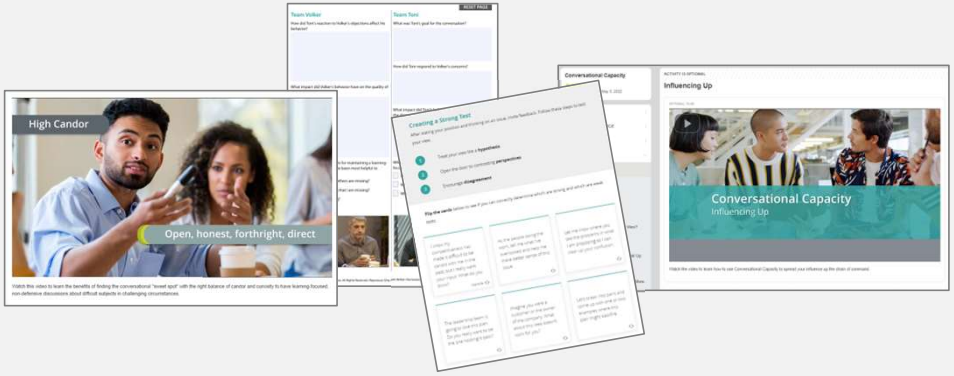
- Understand the importance of trust in the workplace
- Learn a common language from the Elements of Trust Model to create and enhance trusting relationships
- Understand what builds, sustains, and erodes trust
- Learn communication skills for strengthening trusting relationships with direct reports and colleagues
- Create a personalized action plan for becoming a more trustworthy person/leader/manager
- Understand that trust is a critical skill to be an effective leader or self-leader.

Conversational Capacity®

Organizations move at the speed at which people communicate effectively and solve problems collaboratively. However, that can get tricky when the pressure is on or people have different opinions. We teach people how to balance candor and curiosity to get the greatest benefit out of the most challenging conversations.

Outcomes and competencies:

- Increase your Awareness of the factors that limit your Conversational Capacity in stressful situations.
- Cultivate a Conversational Capacity mindset in stress.
- Learn and practice the Conversational Capacity Skillset.
- Plan and commit to back home actions for using the Conversational Capacity
- Communication and influencing skills.



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Coaching Essentials®

The ability to coach is one of the things that separates great leaders from the rest. Coaching Essentials® teaches managers the four key skills needed for effective coaching and provides opportunities for practice. When managers can coach effectively, their direct reports are more productive, loyal, and engaged.

Outcomes and competencies:

- Provide a consistent method for leadership and coaching
- Accelerate the progress of teams and individuals in achieving organizational objectives
- Create an environment of trust that supports development and growth
- Use a coaching process that produces mutual understanding and spurs action
- Leverage key communication skills that improve interactions
- Determine which coaching approach will enhance an employee's performance
- Adopt a coaching mindset of service and of drawing out ideas
- Conduct coaching conversations with confidence
- Build on SLII by providing effective coaching based on the individual's needs.

First-Time Manager (Management Essentials)

Most new managers are promoted before they have the skills to be an effective manager. Our First-time Manager program teaches the mindset, core conversations, and communication skills needed to step into their new role equipped for success, so their direct reports are engaged and productive from the start.

Outcomes and competencies:

- Adopt a manager mindset
- Understand and use the Four Core Conversations
- Learn and practice the four essential skills managers need to balance relationships and results
- Improve communication skills
- Foundational management and leadership skills

Listen to Learn

Inquire for Insight

Tell *Your* Truth

Express Confidence

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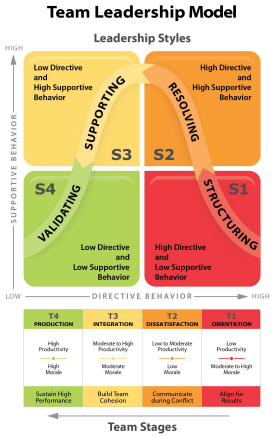
Team Leadership

Many teams often fail to accomplish their goals due to ineffective leadership. Our Team Leadership program teaches team leaders how to provide clarity, manage conflict, and build trust to successfully grow, breakthrough barriers, and sustain high-performance teams.



Outcomes and competencies:

- Develop a team performance mindset
- Correctly identify and diagnose team needs;
- Deliver the right balance of team direction and support
- Gain skills to improve collaboration, innovation, and team effectiveness
- Leadership and Management Skills at team level.
- Contracting - Obtain alignment regarding team purpose, roles, goals, and norms by using Team Charter Worksheets.

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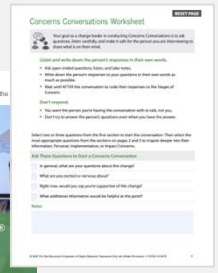
Leading People Through Change®

Leading People Through Change® teaches executives and managers how to lead successful change initiatives by involving others throughout the change process. Collaborative conversations allow challenges and concerns to be identified early for people to understand why the change is needed, what to change, and how to do it. This decreases the feeling of being controlled and builds momentum for the change.

Outcomes and competencies:

- Understand why change fails
- Develop strategies to minimize resistance and maintain productivity and morale
- Assess your organization's current readiness for change
- Build skills in handling predictable concerns that accompany change
- Give leaders the capability and skills to manage change



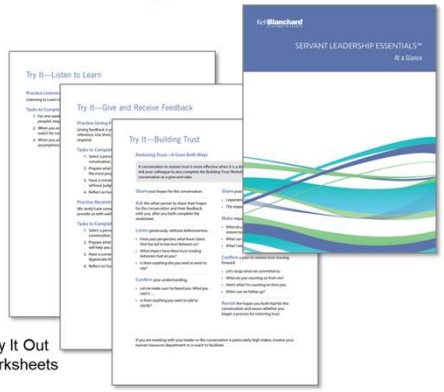
Servant Leadership Essentials™

Servant leaders are consistently interested in providing what their people need to be successful. They want to make a difference in the lives of their people and, in the process, benefit the organization. Servant leadership is a mindset and a skillset focusing on serving others first. Blanchard's Servant Leadership Essentials™ program teaches leaders how to build trust, listen, and give and receive feedback in ways that lead to higher levels of engagement, performance, and human satisfaction.

Outcomes and competencies:

- Build a community that people feel part of and can identify with.
- Think of others first by leading with heart and asking yourself whether you are here to serve or to be served.
- Turn the organizational pyramid upside down so that rather than employees being responsive to managers, they become responsible and able to respond.
- Leadership and communication skills.

At a Glance



Try It Out Worksheets

Giving Feedback

Feedback is a gift and should be received as one, but so often attempts to provide feedback result in tension and conflict rather than self-reflection and growth. Giving and receiving feedback offers a situational focus that helps leaders identify exactly the type of feedback that is most appropriate for the situation.

Outcomes and competencies:

- Know when and how to give feedback;
- Learn how to create a relationship where people are open to hearing feedback;
- Understand the differences between different types of feedback:
- - Pure Feedback on What. This is nonjudgmental, descriptive feedback that provides objective information about results or outcomes
- - Pure Feedback on How. This is nonjudgmental, descriptive feedback that provides objective information about the activities or the way in which results are obtained
- - Personalized Feedback—Praise. This is judgmental feedback (positive) designed to encourage desired behavior in the future
- - Personalized Feedback—Disapproval. This is judgmental feedback (negative) designed to extinguish undesired behavior

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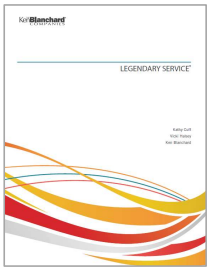
Legendary Service

Every company knows that great service is paramount to organizational success, yet few have a proven plan to build a customer service culture. Our Legendary Service program provides a systematic approach to customer service that enables your workforce to consistently deliver ideal service that keeps customers coming back.

Outcomes and competencies:

- Define their personal service vision;
- Identify customers' needs and wants;
- Learn and practice skills for building customer satisfaction and loyalty;
- Develop strategies to empower themselves and create an action plan.
- Customer service.
- Accountability and responsiveness.



Courageous Inclusion

This workshop offers a framework for creating a more inclusive workplace environment, by teaching participants: a mindset that promotes diversity and inclusion a process to help people become more knowledgeable and active proponents of inclusion in their workplace.

Outcomes and competencies:

- Understand the benefits of diversity and inclusion
- Embrace the Courageous Inclusion mindset
- Recognize the four stages of the Courageous Inclusion model
- Create a personal action plan to improve inclusivity.

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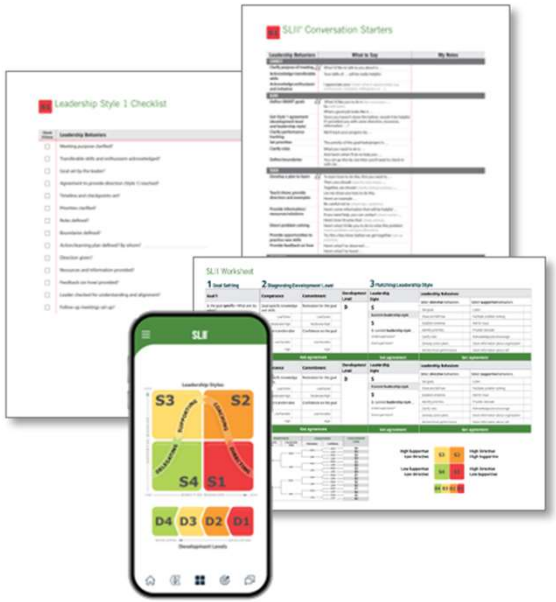
Online Platform (Blanchard Exchange): example of follow-up after SLII Experience

Week 1

Teach others SLII

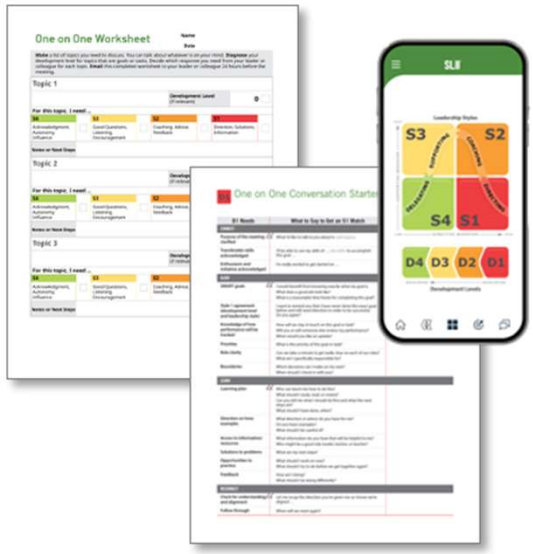
Week 2

Practice using SLII with a team member



Week 3

Schedule and conduct One on One Conversations



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SLII App

- SLII App - a primary learner support tool after the workshop
- Instrument to diagnose development levels on the fly and prepare for a conversation with a team member.
- Includes options such as: Goal Setting, One on One Conversations, and Videos
- Available in multiple languages

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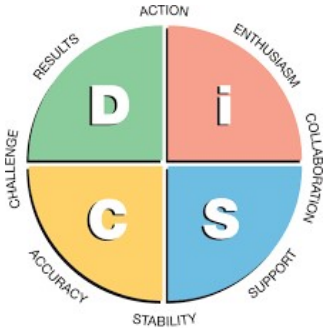
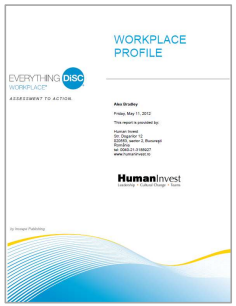
Everything DiSC Workplace

This workshop helps participants to know themselves better and at the same time to be aware of the different priorities, preferences and values that each person brings to the workplace. With personalized strategies participants learn how to adapt to each other's style, leading to increased engagement and collaboration, with a positive influence on the quality of the workplace.



Outcomes and competencies:



- Learn the DISC Model: Dominance, Influence, Steadiness, Consciousness;
- Understanding your personal communication style and personal approach;
- Understanding that there are differences between individuals looking at their motivations, needs, purposes, world view and working styles;
- Developing a set of communications abilities in order to obtain the desired result within the organization or team;
- Build More Effective Relationships. Learn how others have bridged their differences using DiSC®. Strategies for increasing their communication effectiveness.
- Improving the influencing skills by recognizing the needs and motivation of others.

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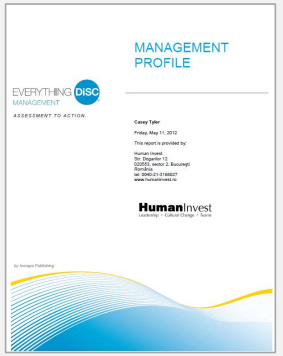
Everything DiSC Management

Everything DiSC® Management offers a customizable development solution proven to increase the effectiveness of anyone in a management role - whether if they are managing their direct reports or the relationship with their own manager. By combining DiSC with personalized management insights, participants learn how to improve their management effectiveness in real-time.

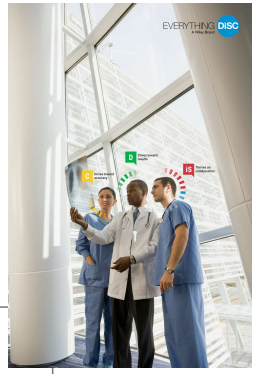
Outcomes and competencies:

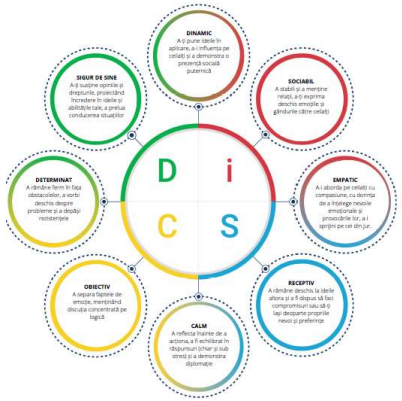


- Learn the 4 basic management styles that people use Everything DiSC Management Map
- Understand the personal communication and management style: management priorities, management preferences, planning and organizing your own work
- Learn your style when managing your team: directing and delegating to the different styles, motivating different styles, developing your people
- Managing up - working with your manager to get results

Everything DiSC Agile EQ (Emotional Intelligence)

Being competitive today means developing your employees to adapt to each new challenge in real time. The Everything DiSC® Agile EQ™ is a training and personalized learning experience that teaches participants to interpret the emotional and interpersonal needs of a situation and respond accordingly.





Outcomes and competencies:

- Explore and build an Agile EQ mindset that can best serve their bigger purpose.
- Have a better understanding of the different agile EQ mindset , recognize them amongst colleagues and hence support them to maximize their strengths.
- Work on an Action Plan to grow the mindset that naturally takes the most effort from them and find ways how to stretch past and expand the natural limits.

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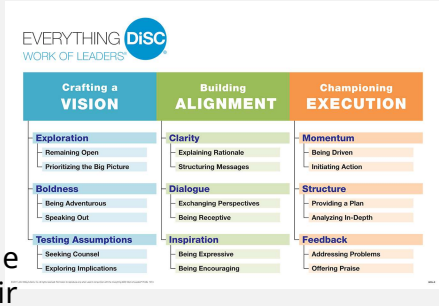
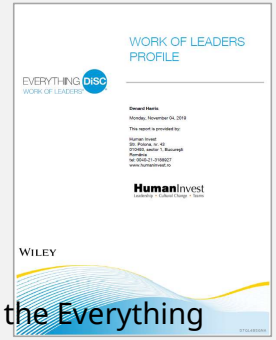
Work of Leaders



Using the framework of Vision, Alignment, and Execution, the Everything DiSC Work of Leaders Profile encourages leaders to understand their own leadership behaviors and how they impact their effectiveness. Work of Leaders connects to real-world demands, generating powerful conversations that provide a clear path for action.



Outcomes and competencies:

- Discover your leadership style and priorities on the Everything DiSC Leadership Map;
- Find ways to adapt your natural style to be more effective with everyone looking to you for leadership;
- Learn and understand the three fundamental responsibilities of every leader:
- - How to craft a Vision: imagine a future your organization can help make a reality
- - How to create Alignment: get everyone to understand and commit to the shared vision
- How to champion Execution: ensure the conditions are present to turn the vision into reality.
- Learn about your strengths and challenges as a leader.

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Be the reason someone **loves** their job again.

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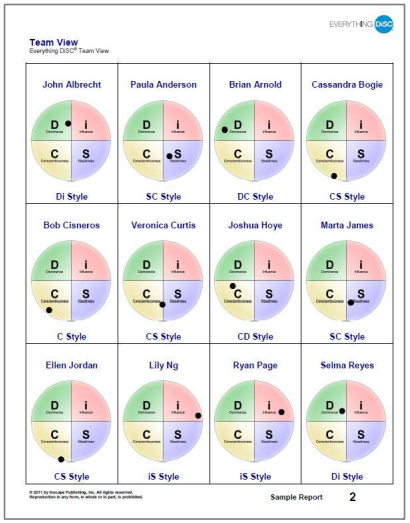
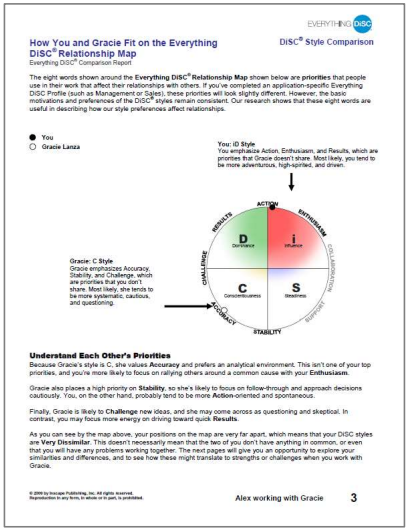
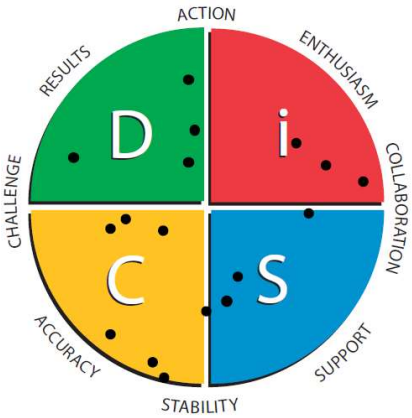
Additional tools that can be used in facilitation



Everything DiSC® Team View*
An at-a-glance view of an unlimited number of respondents and their individual Everything DiSC maps.



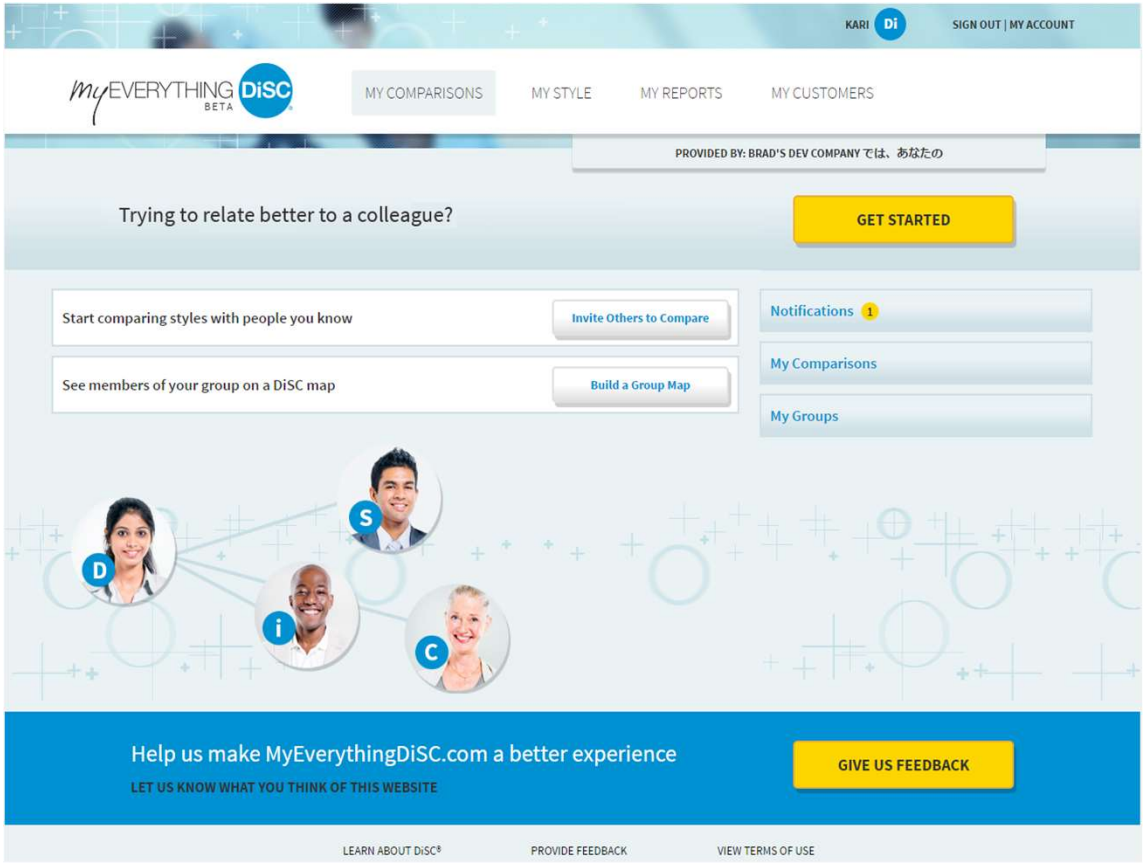
Everything DiSC® Comparison Report*
Ideal for individual coaching or small group work. Insightful and robust 10-page research-validated reports can be created for any two participants—even people who have taken different Everything DiSC profiles. Reports illustrate their similarities and differences, potential roadblocks in working together, and practical tips for improving working relationships between colleagues



Everything DiSC® Group Culture Report
Examines the DiSC culture of a group, exploring the advantages and disadvantages of each style, its influence on decision making and risk taking, and its effect on group members individually—based on different DiSC styles.
Can be purchased separately.

*Unlimited access with all Everything DiSC profiles.

Online platform: MyEverythingDiSC



Online platform available as a follow-up after the training that includes:

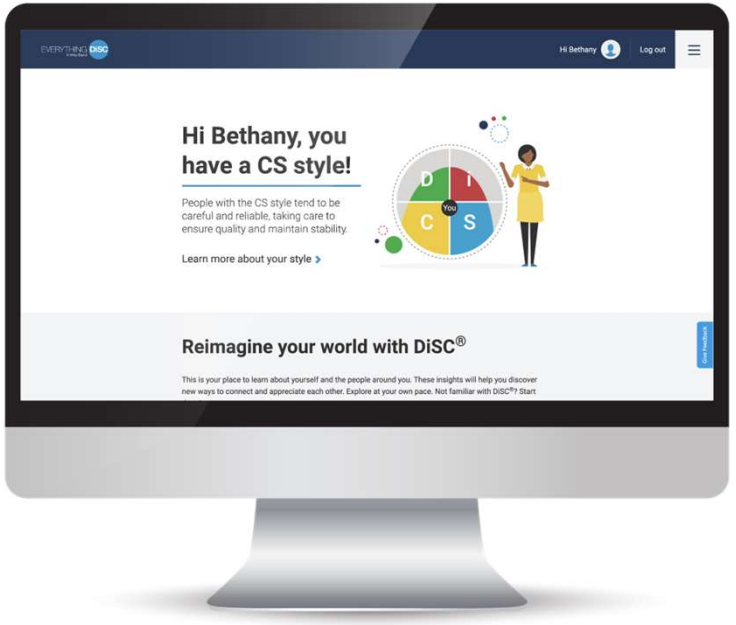
- Information about other styles to sustain learning after class
- Podcasts about your communication style
- Guidelines and specific ideas on how to approach and interact with others
- Option to invite others* for comparison reports (*available for people who have an Everything DiSC profile)

Online platform: Catalyst™

Learning platform that makes reinforcement and practice possible.

LEARNERS WILL:

- Discover and use personalized DiSC insights
- Better engage with colleagues using real-time tips
- Adapt behavior within their daily work lives



Five Behaviors of a Cohesive Team

The Five Behaviors of a Cohesive Team™ is a learning experience that helps people discover what it takes to build a high-performing team. Bringing together everyone's personalities and preferences to develop a cohesive, productive team takes work, but the payoff can be huge—for your people, the team, and the organization.

The Five Behaviors of a Cohesive Team™ Model

Outcomes and competencies:

- Understand the characteristics of productive, high-functioning teams; learn the 5 behaviors behind a cohesive team model: trust, conflict, commitment, accountability, and results;
- Discover how your own DiSC® style influence the behaviors in building the team;
- Understand how trust, conflict, commitment, accountability and focusing on results impacts team productivity; explore how team members' DiSC® styles affect their approach to these key areas;
- Find specific actions and strategies to include in the team action plan where the respective areas were identified as priorities;
- Have a clear view on what it takes to build a truly cohesive and effective team in the most approachable, competent, and effective way possible.
- Team work and team development.

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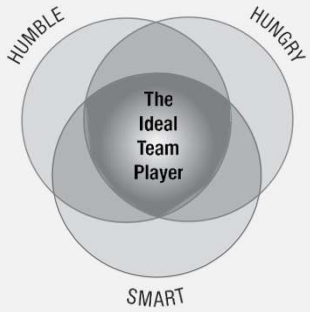
The Ideal Team Player



In the modern workplace, team members must navigate an environment that is constantly changing, and they must be flexible and relationship-savvy to navigate these everyday challenges. The Five Behaviors® Personal Development can be your solution for building effective teamwork within your organization.

Outcomes and competencies:

- Understand the characteristics of productive, high-functioning teams; learn the 5 behaviors behind a cohesive team model: trust, conflict, commitment, accountability, and results;
- Understand, internalize, and apply the principles of The Five Behaviors model and to foster communication that can be used throughout an organization.
- Understand how trust, conflict, commitment, accountability and focusing on results impacts team productivity;
- Find specific actions and strategies to include in the team action plan where the respective areas were identified as priorities.
- Proactivity and responsibility.

Certify Your Expertise:

Transform Teams with The Five Behaviors® Certification

The Five Behaviors®
CERTIFIED PRACTITIONER

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Explore The Five Behaviors® Certification:

Professional Credential

Depth of Knowledge

Organizational Impact

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The Five Behaviors®
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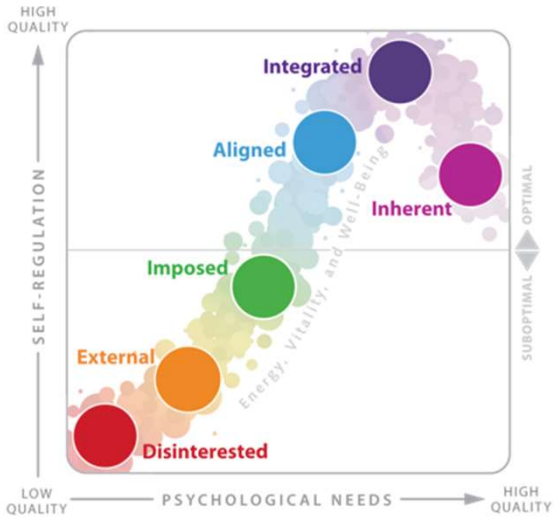
MOJO MOMENTS®

Mastering Motivation & Mastering Motivation with Others



MOJO MOMENTS®

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Quality Learning Materials

For Facilitators

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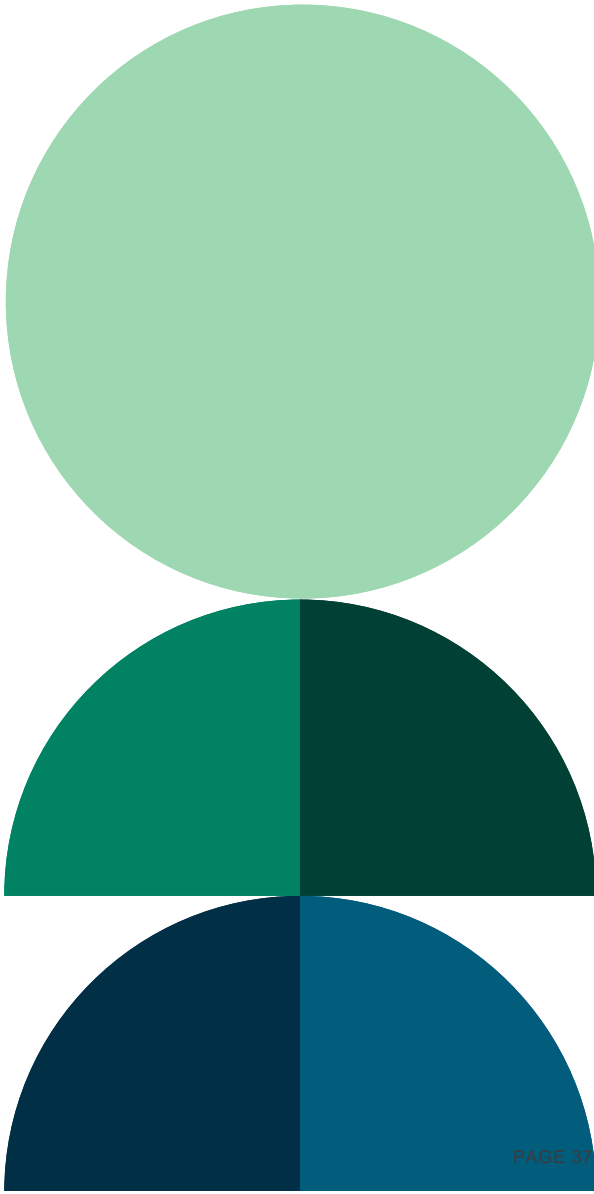
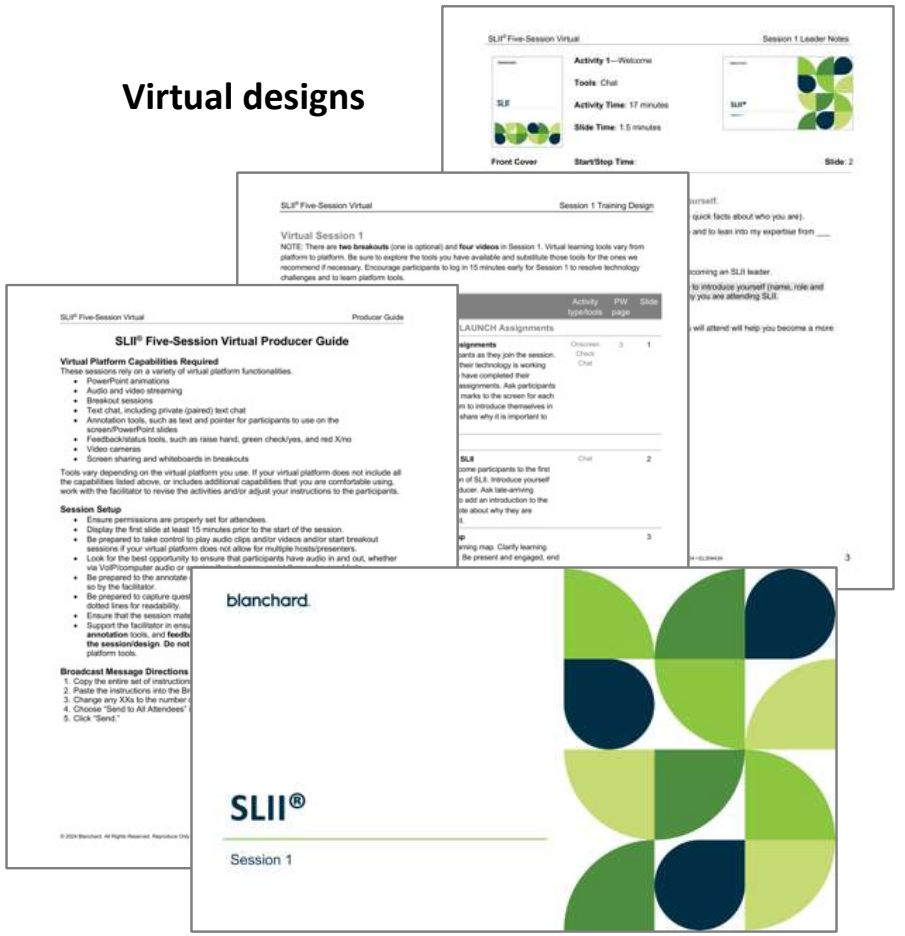


SLII Experience - Facilitator Materials

In-Person designs

Virtual designs



Blanchard Management Essentials

- Simple-to-follow instructional design
- Informative Leader Notes with editable format for adding notes
- Session Preparation Guide
- Key content conveyed through videos and slides

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Legendary Service - Facilitation Materials

- Preparation Guide
- Virtual Producer Guide
- Training Designs—In-person and Virtual
- Leader Notes—In-person and Virtual
- PPTs with Embedded Videos
- Certificates of Completion

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Leadership • Cultural Change • Teams

Coaching Essentials - Facilitation Materials

Power Point

Preparation Guide

- Simple-to-follow instructional design
- Informative Leader Notes with editable format for adding notes
- Session Preparation Guide
- Key content conveyed through videos and slides

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Quality Learning Materials

For Participants

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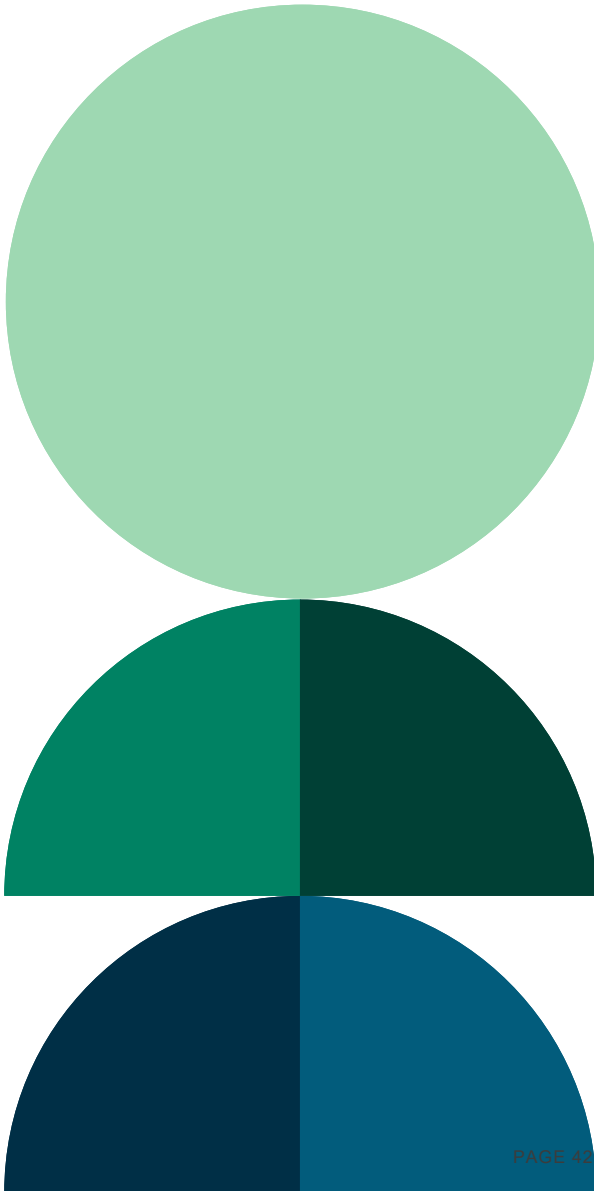
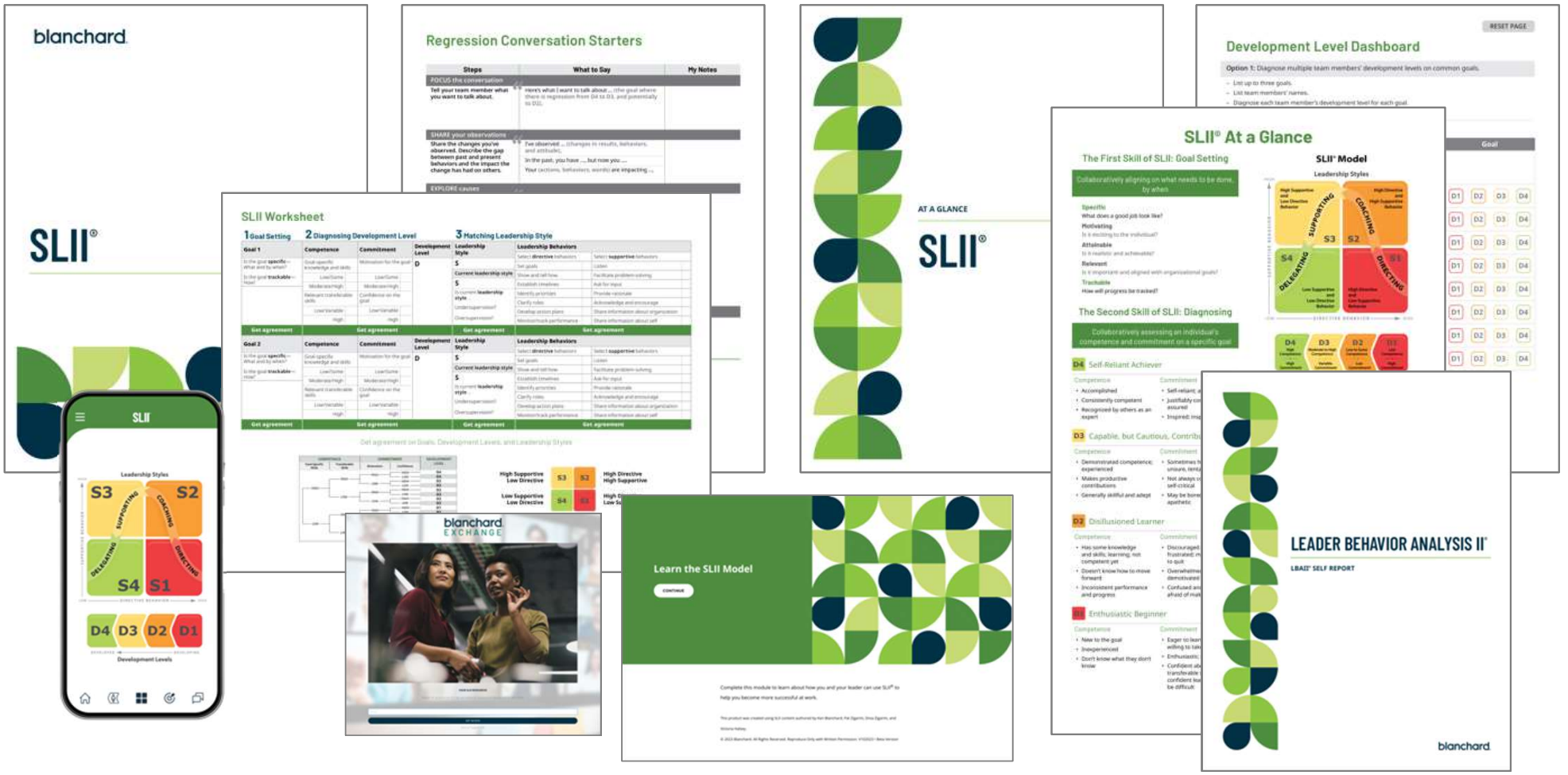


SLII Experience - Participant Materials



Blanchard Management Essentials (First-Time Manager) – Participant Materials

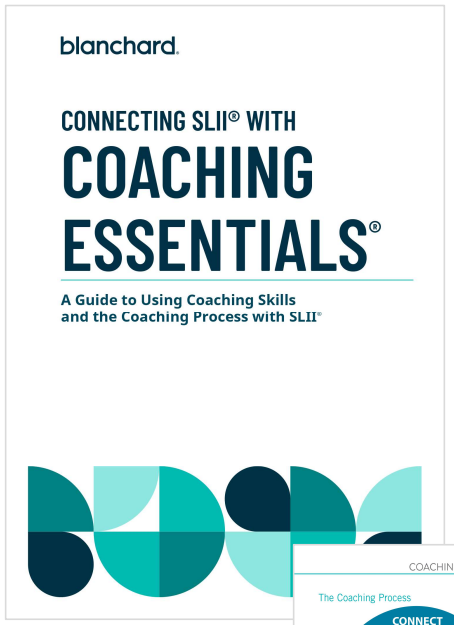
Participant Workbook

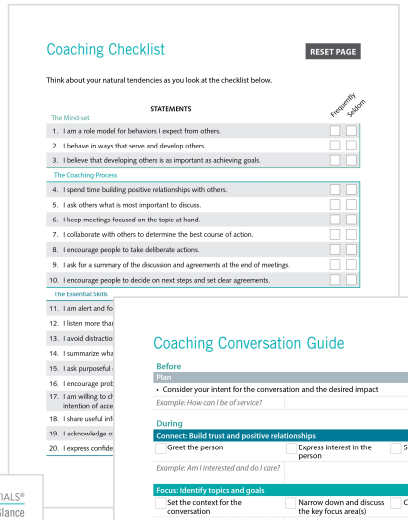
At a Glance job aid

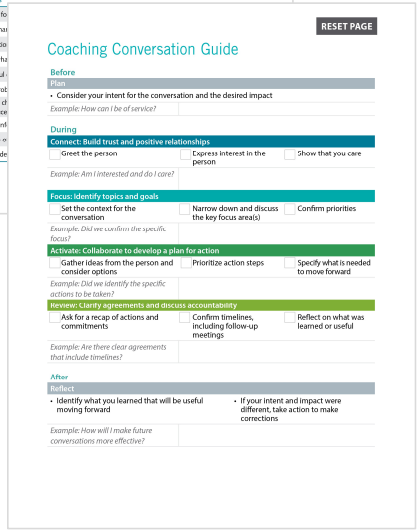
Engaging videos

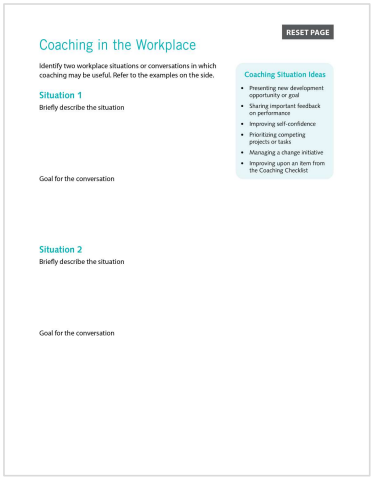
Live-action and animated videos

Coaching Essentials – Participant Materials

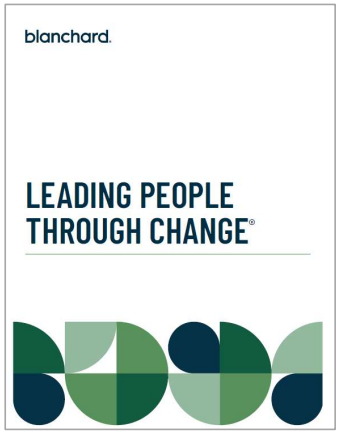




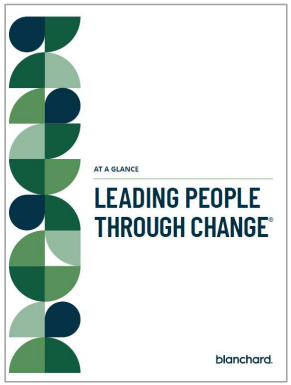




Leading People through Change – Participant Materials



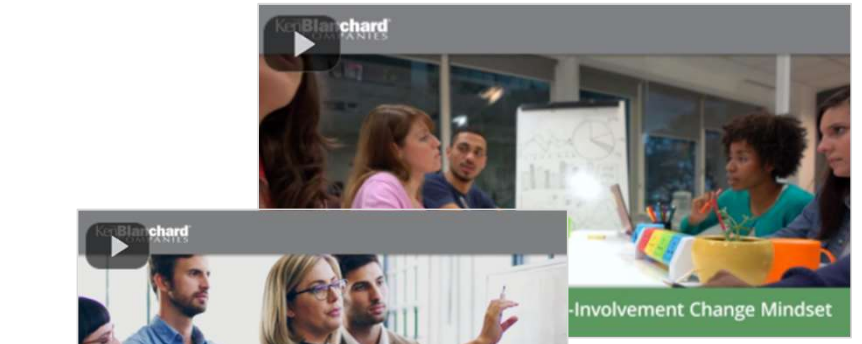
Participant workbook



At a glance

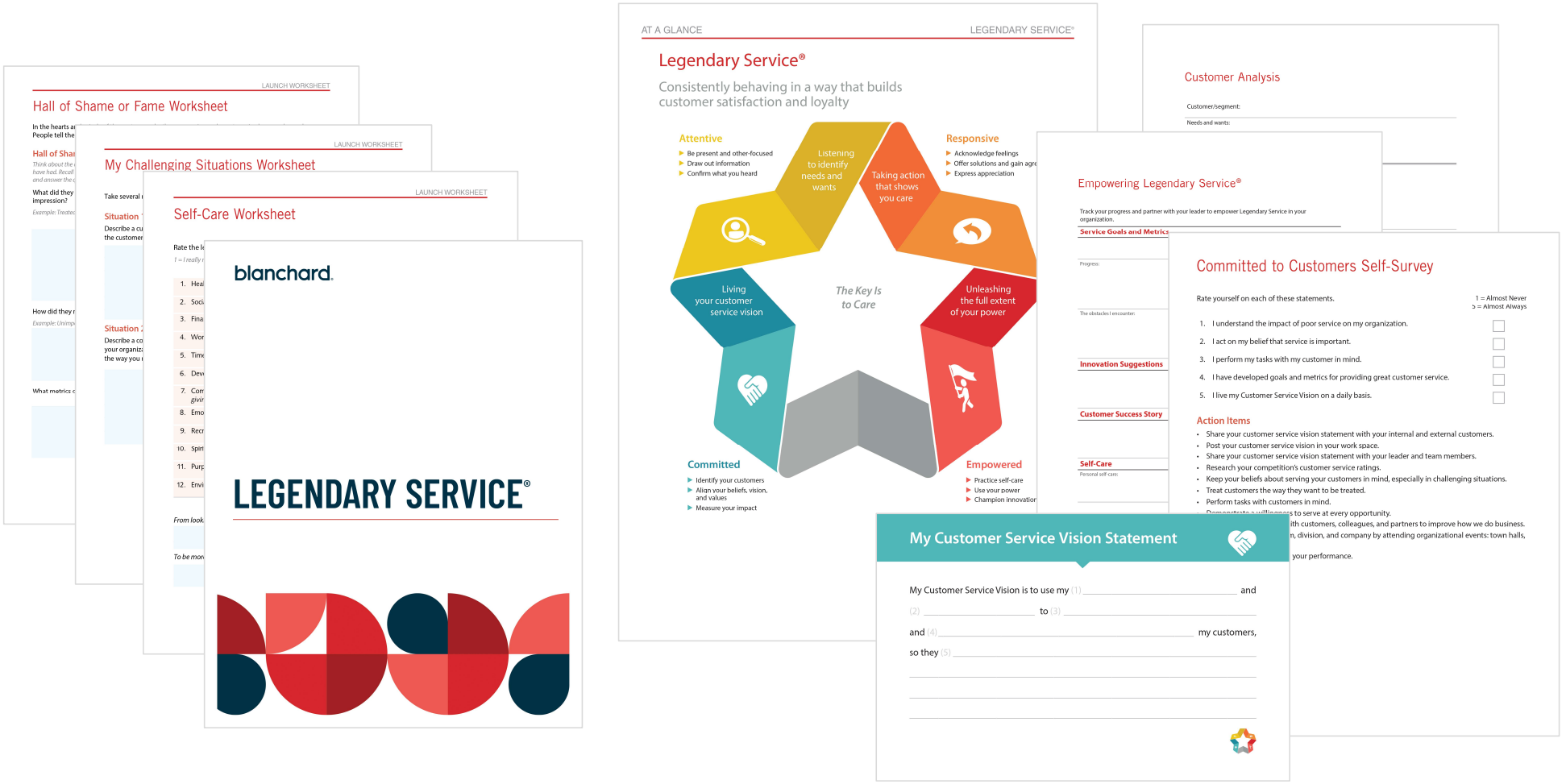
Worksheets

Presentation slides



Videos

Legendary Service - Participant Materials



Learn the SLII Model module for teaching others