



- Best Practice Workshop -

The Highly Productive Leader

Designed for Supervisors / Team Leads

3 Skill Building Workshops with Clear, Relatable Tools

3-hour Workshops, delivered Tuesday mornings for 3 consecutive weeks

Classes held from 8 am to 11 am to accommodate evening and rotating shift operations!

Week 1 Awareness **Tuesday, June 2 | 8 am – 11 am**

Effective Communication, Team Building

- Defining a good leader, Your role in the workplace
- How do I rate now?, How do I improve?, The #1 skill needed to succeed

Week 2 Empowerment **Tuesday, June 9 | 8 am – 11 am**

Leading as a Coach, Performance Management Techniques

- The 5 languages of motivation
- Positive Reinforcement Techniques

Week 3 Confidence **Tuesday, June 16 | 8 am – 11 am**

Communicating with Difficult People, Managing Conflict

Handling Stress in the Workplace, Time Management and Goal Setting

- Authentic Leadership - remaining true to yourself in difficult situations
- Documentation Best Practices

Skill Building Tools

Assessment Tools | Goal Setting Worksheets | Ideal Leader Matrix |
Performance Management | Skill Review Checklist

Schmidt Training and Technology Center, RACC Campus

15 North Front Street, Reading PA 19601 – Free Parking in Adjacent Garage

Want this course taught on-site to your Team Leads and Supervisors, we can customize course content to target your specific business needs. - Contact Allison Creveling (acreveling@racc.edu) or 610 607 6208.

[Click here to Register.](#)

Cost: \$750 / person (includes Course Material, and Refreshments)