

Leadership Development Series

SKILLFUL COMMUNICATION, ASSERTIVE LEADERS, PRODUCTIVE CULTURE

Luminance helps individuals and teams develop the training and leadership skills required in today's industrial and corporate environments. Our **Leadership Development Series** helps managers learn to effectively manage themselves and their teams to achieve the desired results through a series of custom courses and coaching opportunities.

From experienced managers to newly promoted shift leads; Luminance offers flexible training to enhance and improve leadership skills at all levels. All our leadership training is based on promoting and practicing these 6 fundamentals: **Empathy, Constructive Communication, Clarity, Assertiveness, Collaboration & Consistency.**

Training for New Managers

Leadership Communication Basics

This 1-day course is designed for 6-8 participants: associates or professionals new to a supervision role (< 5 years). The course provides immersive and interactive training in basic communication skills.

- Characteristics of effective supervision
- Personal leadership strengths & challenges
- Using active listening to manage effectively
- Basic cultural competence
- Understanding employee motivation
- Giving constructive feedback
- Using assertive communication appropriately
- Basic conflict resolution

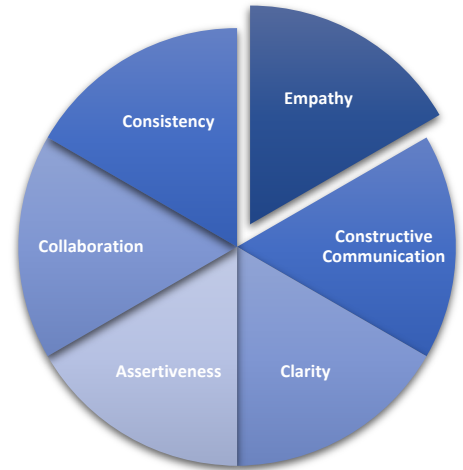
Management Essentials Course

A 4-day course designed for beginning leaders: newly hired, recently promoted, or potential managers. Includes all modules from the Leadership Communication workshop above, plus other essential managerial skills:

- Time management
- Delegation
- Project planning
- Behavioral intervention
- Performance monitoring
- Effective meetings
- And more... (ask your learning consultant for options)

Management Essentials Bootcamp

The Management Essentials Course, conducted as a cohort model on the timeline best suited to your organization's needs (e.g., 1 day/month over 4 months). Includes regular follow-up group meetings to support team bonding and reinforce learning.



Empathy: Active Listening

How to Listen Actively
Active listening is more than simply hearing what others say. It is demonstrating to the speaker that they are heard, respected, and understood. Active listening involves communicating verbally and non-verbally, reflecting both factual and emotional content.

NOTE: When listening actively, avoid interrupting, talking about yourself, or judging the speaker's point of view or behavior. If you are asked a question, make a note of them for the end of the conversation or another time.

STEP	DESCRIPTION	EXAMPLES
1. Ask	Ask open-ended questions (not yes/no)	• "What's on your mind?" • "How are things?" • "Tell me about..."
2. Focus	Use non-verbal cues to focus attention	• Nodding • Eye contact • Open posture • Calm, neutral expression
3. Listen	Listen & encourage without interruption	• The patient • "Leave room for silence"
4. Reflect	Reflect emotional content (feelings & concerns)	• "It sounds like you're feeling..." • "How does that affect you?"
5. Confirm	Confirm facts & information	• Restate information in your own words • If facts are in dispute, convey your understanding of the situation • "Did I get that right?"
6. Follow up	Follow up to explore another issue if needed or plan for next steps	• "How are you feeling now?" • "Is there anything else?" • "What would a solution look like to you?" • "Let's set a time to talk again!"

Successful Supervisor Communication

Building Blocks of Successful Communication

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Clarity

Communicate with purpose and clarity. Think ahead set intentional goals for the conversation and choose the correct topic & message. Verify that the other person understands before moving on.

It is key to...

- Address the right person
- With the right message
- At the right time
- Using the right method

Communicating Clarity

1. Explain the reason for communication / meeting up front
2. Establish clear expectations & framework:
 - "We'll meet for about half an hour to review your performance and you'll have the opportunity to ask questions or provide feedback."
 - "The purpose of today's meeting is..."
3. Stay on the topic at hand; bookmark or pin unrelated items for later
 - "Thanks for bringing that up... well it's not on the agenda for this meeting but I'll make a note to follow up with you later..."
4. Control misunderstandings, uncharacteristic behavior or missing information in the moment, particularly when the group is present

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Training for Experienced Leaders

Advanced Leadership Communication Course

This 2-day course is designed for 8-10 participants: managers or directors with 5+ years in a leadership role, or who manage complex teams & projects. The course has a similar structure to the basic course, but with a deeper dive into the subjects, tailored to those with more experience and broader roles

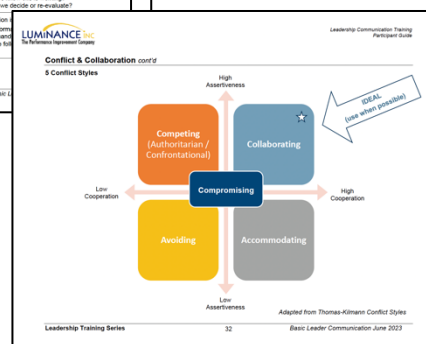
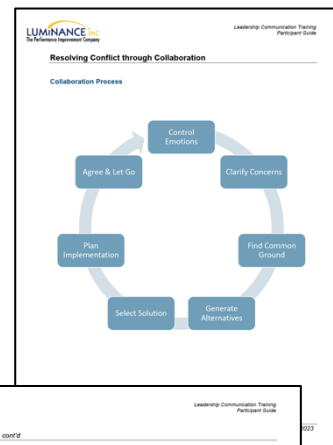
Day 1

- Personal leadership strength inventory
- Management style analysis & improvement
- Using active listening to manage effectively
- Cultural competence / managing diverse teams
- Harnessing employee motivation
- Giving constructive feedback

Day 2

- Using assertive communication appropriately
- Manage assertive and other communication styles
- Conflict management & resolution
- Your choice of 1-2 focus areas from “Custom Topics” below

Resolving Conflict through Collaboration		
STEP	ACTION	EXAMPLES
1.	Control intense emotions, in yourself and others involved.	• Take a short cooling period if needed, without letting the topic drop entirely. • Set a specific time to resume the discussion. • Take deep breaths and use active listening to understand the emotions of others.
2.	Clarify concerns to understand which issue truly needs to be addressed.	• Use active listening, allowing each party to state their concerns. • Ask “what worries you?” or, “what do you need from this situation?” • Make notes if needed. • If the conflict includes you, allow the other person to express concerns first.
3.	Find common ground, even if it is small.	• Look for areas of agreement within the concerns. • Ask, “what is an outcome we can all agree on?” (even if this is not the full or final solution).
4.	Generate alternatives. Build potential solutions together.	• Brainstorm without judgment, criticism or debate. • Break the problem into smaller parts or research possibilities if needed. • Think outside the box; you can pare back or be more realistic later if needed. • Wait to choose a solution until multiple options or ideas have been considered.
5.	Select a solution together.	• Choose an option that is: • Built on a win-win approach. • Meets many needs of all involved. • Feasible, will be acceptable to the company. • Solves the problem, or seems promising.
6.	Plan out implementation details.	• What steps are involved? • Who is responsible for each step? • What is the time frame? • How will we know this is working? • When will we decide or re-evaluate?
7.	Agree and let go.	• When a solution is reached: • Decide if time is needed to implement. • Get time to let it all sink in.



Additional Leadership Skills Development

Executive & Management Coaching

Ask us about our individual leadership development services, including custom programs for cultivating individual managers, addressing leadership skill gaps, and providing one-on-one support during periods of growth and change. Virtual and hybrid coaching options available

Mentoring Workshops

Option 1: Mentor Workshop

The core workshop supports your in-house training program; it includes a training for mentors including mentorship education, desired outcomes, meeting structure, relationship skills, and results evaluation.

Option 2: Mentor Program Development & Kickoff

The expanded program includes consulting on mentor program development, mentor workshop, mentee training, and program kickoff event including mentoring pairs, and ongoing cohort meetings to facilitate results

Custom Topics & Workshops

These leadership topics can be incorporated as focus areas within the Leadership Communication course or developed into a full- or half-day workshop. Let us work with you to develop a training experience to create the most powerful impact for your team and goals

- Stress management
- Teambuilding, culture support
- Establishing group norms & rules
- Creating effective cross-functional teams
- Fostering creativity, intuition, innovation
- Public speaking & presenting
- Effective meetings & facilitation
- Developing impactful motivational programs
- Professional & executive presence
- Conflict management & resolution
- Leader onboarding workshop (introducing incoming leader to team)

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