

Principles of Leadership Module Descriptions & Learning Objectives

Module 1: Leading Diverse Workstyles

Module 1, introduces participants to DiSC® Management assessment and principles, focusing on self-awareness as the cornerstone of effective leadership. Participants explore their personal management styles, learn to recognize and adapt to diverse workstyles, and develop practical skills in directing, delegating, and developing others based on behavioral preferences.

Learning Objectives

By the end of this module, participants will be able to:

- Identify your DiSC® management style, priorities, and their impact on your leadership approach
- Recognize others' DiSC® styles through behavioral observation (pace, demeanor, communication)
- Adapt directing and delegating strategies to match each DiSC® style
- Create personalized development plans aligned with employee styles and potential
- Apply DiSC® principles through action plans for specific workplace scenarios

Module 2: Embracing Your Leadership Role

The primary purpose of this module is to help leaders step back from the day-to-day grind and conduct a strategic analysis of how they're actually spending their time. Through structured self-assessment and practical frameworks, participants will gain clarity on their current leadership approach and identify specific, actionable ways to enhance their effectiveness.

Learning Objectives

By the end of this module, participants will be able to:

- Identify the 4 ways leaders contribute (Doing, Directing, Developing, Designing) and categorize their own activities accordingly
- Analyze their workweek time distribution across these 4 areas and identify opportunities for improved effectiveness
- Apply the Spheres of Control framework to distinguish between what they can control, influence, or must accept in their leadership challenges
- Create a personalized action plan with concrete steps to shift time and energy toward higher-impact leadership activities



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Module 3: Dialogue-Driven Leadership

Module 3 focuses on mastering engagement through two key leadership competencies: active listening and conducting effective one-on-one meetings. Participants engage in progressive skill-building activities moving from foundational concepts through real-world scenario practice to personalized action planning. The session emphasizes dialogue-driven leadership approaches that strengthen team relationships and drive organizational results.

Learning Objectives

By the end of this module, participants will be able to:

- Use open-ended questions and "trampoline listener" techniques to deepen conversations
- Build trust through empathy, non-verbal cues, and reflective pauses
- Structure meetings with collaborative agendas (Before, During, After framework)
- Set clear expectations, follow-up systems, and continuous improvement practices
- Audit current 1:1 practices and create a personalized action plan

Module 4: Purposeful Direction

Module 4 focuses on - helping leaders effectively set and manage expectations in the workplace. The content covers frameworks for clear expectation-setting and practical strategies for realigning expectations when they fall off track.

Learning Objectives

By the end of this module, participants will be able to:

- Set clear expectations using the ACE Framework (Articulate, Clarify, Ensure understanding)
- Identify and address misaligned expectations using a 3-step conversation framework
- Develop personalized action plans to improve expectation management practices



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Module 5: Impact-Focused Leadership

Principles of Leadership, Module 5, focuses on providing effective positive and constructive feedback using the SAR (Situation-Action-Result) framework to drive performance improvements and team results.

Learning Objectives

By the end of this module, participants will be able to:

- Master the SAR Model: Apply Situation-Action-Result framework to deliver clear, behavior-focused feedback
- Deliver Both Types Effectively: Provide positive feedback to reinforce success and constructive feedback to inspire improvement
- Create Two-Way Dialogue: Use open-ended questions and active listening to understand perspectives and build commitment
- Choose Your Approach: Determine when to prescribe solutions versus guide employees to self-discovery
- Apply to Real Situations: Plan and practice actual workplace feedback conversations for immediate implementation

Module 6: Maximizing Results

Module 6 focuses on practical performance management skills for leaders. The module teaches participants how to set clear expectations, maintain accountability, and address performance challenges using structured frameworks and real-world applications.

Learning Objectives

By the end of this module, participants will be able to:

- Define and communicate clear expectations for behaviors, performance, and development
- Apply the C.L.E.A.R. Path Framework (Clarify, Lead, Engage, Assess, Review) to manage expectations
- Implement consistent follow-up, feedback, and accountability practices
- Evaluate team performance using the "Rehire or Rewire" reflection approach
- Develop and practice actionable communication plans for real-world performance challenges



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Module 7: Advanced Performance Management

This training module (Module 7) teaches leaders how to develop accountability in their teams through empathy, structured communication, and balanced support. Participants learn practical frameworks for guiding team members "up the accountability ladder" from a victim mindset to empowered ownership, while avoiding common management pitfalls like micromanagement or hands-off leadership.

Learning Objectives

By the end of this module, participants will be able to:

- Shift team members from victim mindset to accountability using empathy + clear expectations
- Apply the "AND" approach: acknowledge challenge → bridge with "and" → guide forward
- Recognize when team members need support (brick wall moments)
- Use "Check-In & Choose": ask questions, offer choices, encourage ownership
- Balance oversight—avoid micromanagement and hands-off extremes
- Practice through role play and create personalized action plans for immediate use

Module 8: Navigating Workplace Conflict

Module 8 focuses on developing practical conflict management skills for leaders. Participants learn to lead themselves through conflict by understanding response types, bringing clarity to difficult situations, managing emotions effectively, and building empathy. The session emphasizes leading to productive outcomes through structured communication frameworks and real-world role-play practice.

Learning Objectives

By the end of this module, participants will be able to:

- Apply five conflict response types and clarify core issues, roles, and outcomes
- Manage emotions using P.A.U.S.E. technique during difficult conversations
- Build empathy through perspective-taking and trust-building responses
- Lead productive dialogue using S.P.E.A.K. framework and de-escalation strategies
- Practice conflict skills through role-play and create personalized action plans

