



**\$595 per person  
includes training binder/refreshments**

Western Technical College Business & Industry Services is proud to host the Emerging Leaders development program. The lessons taught in this program will teach new and underdeveloped leaders how to foster the levels of employee engagement needed to reduce employee turnover, prevent attrition, and improve your workforce in an everchanging employment landscape.

**Participants will learn:**

**Managing Projects & Processes**

- Apply universal project management techniques through a variety of hands-on activities
- Outline the steps that will ensure successful project management
- Creating timelines and assigning team members to necessary tasks

**Conflict Resolution**

- Analyze the nature of work-place conflict
- Understand the underlying theory of mediation as it pertains to conflict resolution
- Identify and use conflict resolution styles appropriate for different situations

**Communication in Today's Work Environment**

- Learning various communication styles and techniques
- Be more aware of nonverbal communication
- Improve thorough email and messaging correspondence

**Emotional Intelligence**

- Understand how our own self-awareness contributes to trust in relationships
- Understand how emotional interference is a barrier to giving and receiving clear instructions
- Speak up professionally when tension occurs to clarify understanding and avoid making assumptions

**Embracing Teamwork**

- Distinguish the differences in each stage of team formation and the importance each one plays in developing an effective team
- Match work to employee strengths in order to create a more cohesive and functional team
- Describe employee motivation and explain their responsibility in employee engagement efforts

**Cultivating Culture**

- Understand the importance of intentionally shaping the culture of your team
- Understand and learn how to avoid culture destroyers
- Produce a road map for designing and embedding the desired culture in your team

For date information, call John at 608-785-9916 or email zimprichj@westerntc.edu

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