

# Turn Your Workplace Into a WOWplace®: Leadership in the WOWplace® 1.5-Day Training Outline

## Day One

### Section I: Introduction to “WOW”! Leadership

- Top factors people look for in the workplace
- Desirable leadership traits: management versus support staff
- What is your leadership style? How do you work with others of similar and/or different styles?
- Anatomy of the “WOW”!: Case study of transactional touchpoints/policies and their impact on all parties
  - Help your team help you; help your leaders enable you to help them...
  - Become “invaluable” rather than “indispensable”

### Section II: Emotional Leadership, Empathy and Compassion

- WOWplace® Rule:** “WOW” Leaders are Human... Not Humanoid
  - “Human” Duties versus “Job Duties”: the role of compassion and empathy in the WOWplace®
    - You can be human and still get your job done; the power of the “human” connection: The Ressian Flute
    - Get rid of “tunnel vision”: no rigid thinking - be flexible
    - No one is perfect: being able to admit your mistakes
    - “Why are they lining up to work for him?” Leadership examples from the field
- WOWplace® Rule:** “WOW” Leaders Look for Opportunities to Shine and Let Others Shine
  - Letting your hidden and under-utilized talents and interests show
  - Developing others and helping them discover and show their hidden and under-utilized talents and interests

### Section III: Gaining Buy-In

- WOWplace® Rule (reinforced):** Effective Leaders Don’t DEMAND Respect, They COMMAND It
  - Influencing and leading up, down, and across the organization, even without a “title”
    - Putting the “puzzle” together: recognizing the importance and value of every role at every level
    - Your area of expertise versus theirs: overcoming the “intimidation factor”
    - Getting into the trenches; not above the rest
    - Once you become absolutely convinced, become absolutely convincing: confidence is contagious!

- WOWplace® Rule:** “WOW” Leaders Foster Trust
  - Creating a SAFE environment for effective and appropriate risk-taking to create breakthrough performance
  - Helping the team keep their eye on the goal: Goal-based work versus procedure-based work
  - Consistency in actions, reactions, and behavior = TRUST

- WOWplace® Rule (reinforced):** WOWers never let an opportunity for praise, recognition and reward go by unnoticed
  - The power of “thank yous”, and other ideas for formal and informal incentives and rewards
  - Give credit where credit is due

### Section IV: Conflict and Conflict Resolution

- Three types of conflict
- Potential negative effects arising from conflict
- Dealing with conflict and coming to a successful resolution

### Section V: Management and Communication Skills

- Communicating assertively, yet tactfully
- Delegating effectively
- Leading, communicating and dealing with difficult people
- Organizational Justice concepts

### Section VI: The Power of Humor

- WOWplace® Rule:** Humor Abounds in the WOWplace
  - Keeping your sense of humor: the importance of the ability to laugh at yourself, and with others

## Day Two

### Section VII: Follow-up and Reinforcement of Key Concepts

- Role-playing, interaction and reinforcement of all concepts
- Setting up a leadership mentoring program: suggestions, ideas and foundation