

# Leadership Skills & Style Development

*Comprehensive Leadership Fundamentals for Front-Line and Mid-level Leaders*

**April 16-18, 2012**

Timonium, MD

**Facilitated by Kelly Petrock &  
LEAD Institute Staff**



— “Quotes & Comments” —

*“The combination of lecture, activities, small group discussion and application worked great for me.”*

*“Really helpful and timely! I’m feeling much more comfortable about taking on my new assignment with these tools under my belt”*



*“I came to the course feeling like I was a pretty effective manager, and not expecting to learn much. Not only were the lessons a good refresher, but I gained many new insights. Excellent course!”*



*“Facilitators were excellent, mixed it up, kept our interest and kept it exciting”*

*“The combination of lecture, activities, small group discussion and application worked great for me.”*

**LSSD** is practical, applied and focused on fundamental leadership blocking & tackling where it makes a difference everyday: in the trenches!

**LSSD** is a great Leadership Program for Front-Line and Mid-level leaders (supervisors, team leaders, managers, etc). Within the program we address critical leadership concepts, tools, skills and behaviors.

**LSSD** may be right for your leaders if the following skills and abilities are important to their effectiveness:

- Motivate & engage associates.
- Provide effective work instruction and direction giving.
- Provide effective feedback: praise & correction.
- Ability to coach, mentor and build the skills and confidence of others.
- Ability to address and correct performance and conduct problems.
- Effective delegation.
- Ability to build & lead High Performance Teams.
- Set goals, objectives and use performance measures to full advantage.
- Adapt their behavior to bring out the best in others.
- Manage conflicts & listening skills.
- Address difficult behaviors.

## Four Focus Areas

**LSSD** is a 3 day workshop designed around four critical focus areas.

- **Work Unit Performance Climate-** learn to isolate and improve the critical factors that impact employee performance and moral.
- **Personal Style & Interpersonal Skills-** Strengthen communication effectiveness, assertiveness building rapport, listening skills and effective nonverbal communication.
- **Leading & Managing Others-** Specific concepts, tools and techniques aimed at gauging the needs of associates and delivering the most effective form of leadership: Direction, Coaching, Counseling/Participating & Delegating- Situational Leadership.

## Registration & Locations

**April 16-18, 2012**

**Loyola Timonium Graduate Center 2034 Greenspring Dr.  
Timonium, MD 21093**

To register or for more information email Kate at [info@leadinstitute.com](mailto:info@leadinstitute.com) or call **800-556-5222**.

Tuition for the 3 day program is \$1175.00 and includes: all instructional material, assessments, workshop manual, breakfast, lunch / refreshments, follow-up articles and post session coaching. Ask us about group discounts for three or more participants.