



LEADERSHIP

course offerings

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LEADERSHIP

CORE LEADERSHIP	COURSE DESCRIPTION
Role Overview	<i>Learn what makes an effective leader not just a good manager.</i>
Successful Staffing	<i>Understand the portrait of a star team member.</i>
Effective Interviewing	<i>Learn how to hire the right staff for the job.</i>
Mastering 1:1's	<i>Learn how to prepare and hold an effective one-on-one that will motivate each team member. Learn how to approach difficult conversations.</i>
Coaching & Counseling	<i>Learn how to effectively mentor and develop your team by coaching them to success.</i>
Performance Reviews	<i>Learn how to develop your team with solid feedback that gets results and motivates your team.</i>
Conflict Management*	<i>In this course, you will learn the process of limiting the negative aspects of conflict while increasing the positive outcome of conflict.</i>
Crisis Management*	<i>There will always be emergencies to manage. Learn how to lead through challenging times.</i>
Power of Accountability*	<i>The effectiveness of a team starts with the setting a firm foundation of communication and accountability is the key to success.</i>



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INTERVIEWING	COURSE DESCRIPTION
Building Rapport	<i>Rapport is the connection between two people. Building rapport during an interview is key to making a candidate feel comfortable which allows you a more accurate idea of who they are and aids in determining whether the candidate will be a good fit. This course will review the importance of building rapport in an interview and provide best practices to help you do so.</i>
Background & Resume Review	<i>A candidate's resume is a crucial component in exploring their background and prior experience. This course will provide useful tools to uncover more detail around a candidate's work history, personal experiences and skill set.</i>
Behavioral Interviewing	<i>Learn the definition of behavioral interviewing and its importance in the interview process and provide best practices for asking these questions and interpreting the responses to ensure solid hiring decisions are made.</i>
Managing the Interview Process	<i>Interviewing can be an intense process for both the candidate as well as the interviewer, but it is also a necessary and rewarding part of the job as a leader. And the conclusion of the interview and follow up can be just as important as the interview itself. This course will explain how to successfully conclude an interview, review candidate feedback and communicate next steps in the process.</i>



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SPARK FOR LEADERS - BY SIMON T. BAILEY

COURSE DESCRIPTION

Be the Spark

The power leaders give to a Platinum Service culture by demonstrating care for others, a shared purpose, values, and expected behaviors of the overarching service mission. Establish a culture where everyone matters. When employees feel connected, supported, and valued, conditions are suitable for commitment and growth.

See Them As Guests

"You have to unlearn what you've been taught about customer service and begin to see people - all of them - as guests, rather than customers, employees, or suppliers." Simon T. Bailey

Personalize the Experience

"Simply meeting demands and sticking to a tried-and-true formula won't cut it these days. Your customers have unique and varied personalities, so your customer service approach has to be uniquely personalized to suit each one." Simon T. Bailey

Anticipate Their Needs

"Your customers have two types of needs: Spoken and Unspoken. When you're able to anticipate what a customer might do based on who they are and what they may be concerned about, you create a branded moment." Simon T. Bailey

Respond Immediately

"Responding with immediate and appropriate service is about seizing each moment to go above and beyond to fulfill a need." - Simon T Bailey

Keep Them Loyal with Kindness

"Do you know how valuable loyal customers are? Loyal customers are worth up to ten times the amount they spend on their first purchase." - Simon T Bailey

