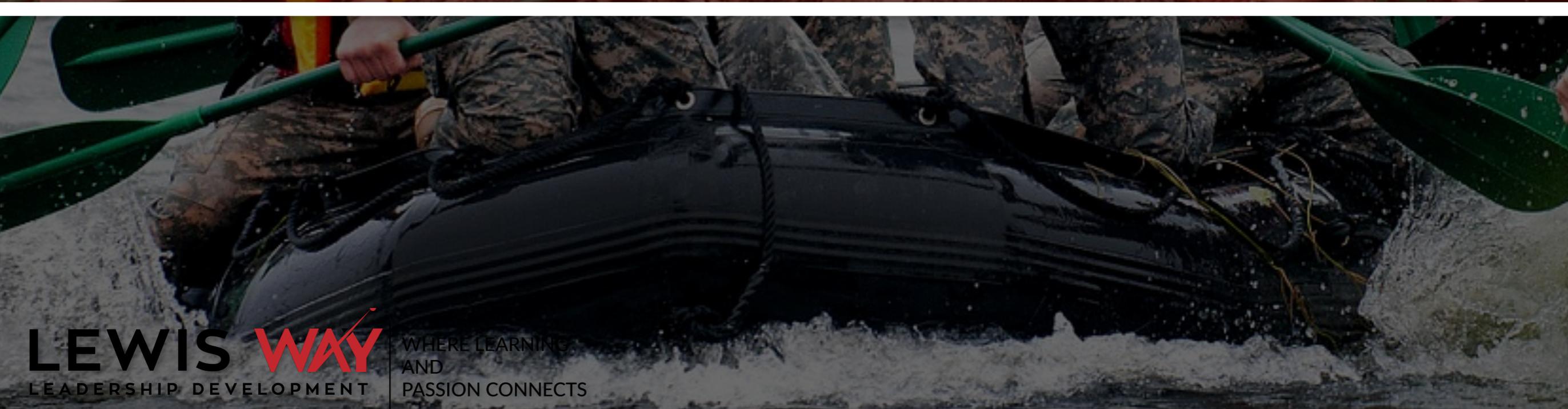
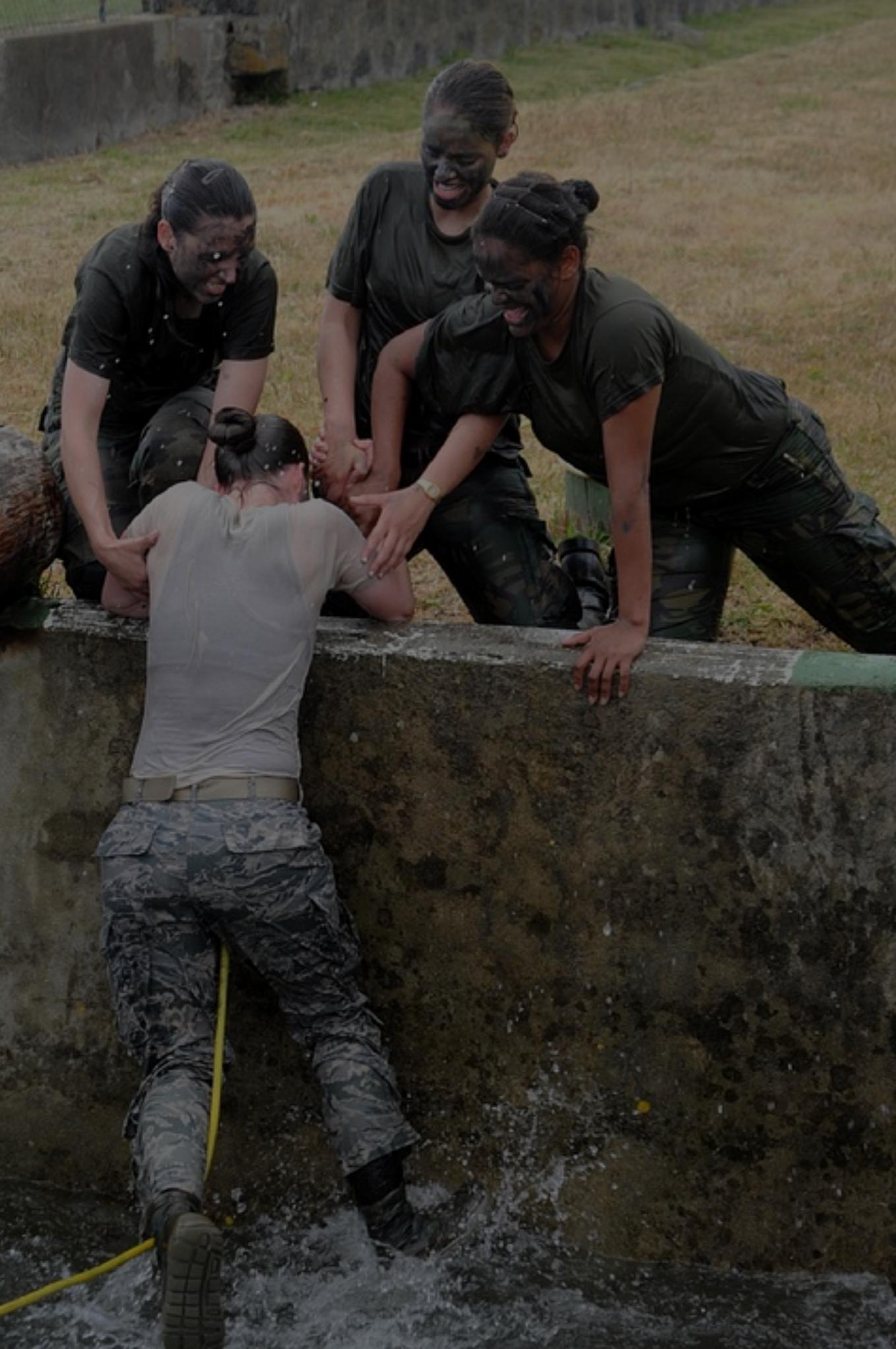




ORGANIZATIONAL G.R.I.T.





LEWIS WAY
LEADERSHIP DEVELOPMENT

WHERE LEARNING
AND
PASSION CONNECTS

ORGANIZATIONAL G.R.I.T. COURSES

The Foundation of LWLD ORG G.R.I.T. Content



GratITUDE.



Resilience



Influence



Trust



ORGANIZATIONAL G.R.I.T. COURSES

Course: The Power of Employee Recognition



Everyone likes to be recognized for a job well done. Some people like more recognition than others, but it's all important on some level. It can be doubly important in the workplace, as it keeps employees happy and therefore results in a strong business that serves customers well and keeps the bottom line strong. Employee recognition can be a simple, but effective, tool.

This one-day course looks at the value of recognizing employees and how to carry it out in the workplace, both formally and informally.

What Will Students Learn?

- ✓ Define who employees are
- ✓ State why employees should be recognized
- ✓ Develop a program for employee recognition
- ✓ Implement and measure an employee recognition program

ORGANIZATIONAL G.R.I.T. COURSES

Course: Having Difficult Conversations



We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This one-day workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

What Will Students Learn?

- ✓ How to define their frame of reference
- ✓ How to establish a positive intent and a desired outcome
- ✓ Good communication skills
- ✓ How to draft a script for a difficult conversation
- ✓ Use specific steps to carry out a difficult conversation
- ✓ How to access additional resources as required
- ✓ How to maintain safety in a conversation

ORGANIZATIONAL G.R.I.T. COURSES

Course: Working Through Change: Making Things Happen



Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

What Will Attendees Learn?

- ✓ Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
- ✓ See change not as something to be feared and resisted but as an essential element of the world to be accepted.
- ✓ Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
- ✓ Recognize that before we can embrace the way things will be, we may go through a process of grieving, and of letting go of the way things used to be.
- ✓ See change as an opportunity for self-motivation and innovation.
- ✓ Identify strategies for helping change be accepted and implemented in the workplace.

ORGANIZATIONAL G.R.I.T. COURSES

Course: Influence and Persuasion



When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This one day workshop will help participants learn how to influence and persuade in a variety of areas.

What Will Attendees Learn?

- ✓ Make decisions about using persuasion versus manipulation
- ✓ Apply the concepts of pushing and pulling when influencing others
- ✓ Describe different techniques for getting persuasive conversations and presentations underway
- ✓ Make a persuasive presentation by using the 5 S's
- ✓ Apply storytelling techniques to extend influence
- ✓ Leverage concepts of neuro linguistic programming in everyday influence and persuasion

ORGANIZATIONAL G.R.I.T. COURSES

Course: Critical Thinking: Using a G.R.I.T. Philosophy



In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in

today's world. This two-day workshop will give you some practical tools and hands-on experience with critical thinking and problem solving.

What Will Students Learn?

- ✓ Define critical and non-critical thinking
- ✓ Identify your critical thinking style(s), including areas of strength and improvement
- ✓ Describe other thinking styles, including left/right brain thinking and whole-brain thinking
- ✓ Work through the critical thinking process to build or analyze arguments
- ✓ Develop and evaluate explanations
- ✓ Improve key critical thinking skills
- ✓ Use analytical thought systems and creative thinking techniques
- ✓ Prepare and present powerful arguments

ADDITIONAL LWLD COURSES

- **Creating a Dynamite Job Portfolio**
- **Getting Your Job Search Started**
- **NLP: An Introduction to Neuro Linguistic Programming**
- **NLP (Neuro Linguistic Programming): Tools For Real Life**
- **Creative Thinking And Innovation**
- **Managing Pressure and Maintaining Balance**
- **Networking for Success**
- **Working Smarter: Using Technology to your Advantage**
- **Business Etiquette: Gaining that Extra Edge**
- **Research Skills**
- **Writing Reports and Proposals**
- **Advanced Writing Skills**
- **Business Writing That Works**
- **Conducting Accurate Internet Research**
- **Developing Your Executive Presence**
- **Creating Winning Proposals in a two-day course**
- **Skills for the Administrative Assistant**
- **The Minute Taker's Workshop**
- **Goal Setting**
- **Creating a positive working relationship**
- **Identifying and Combatting Fake News**
- **Workplace Harassment: What It is and What to Do About It**
- **Dispute Resolution: Mediation through Peer Review**
- **Workplace Violence: How to Manage Anger and Violence in the Workplace**
- **Orientation Handbook: Getting Employees Off to a Good Start**
- **Code of Conduct: Setting the Tone for Your Workplace**
- **Creating a Positive Work Environment**
- **Workplace Diversity Training: Celebrating Diversity in the Workplace**
- **Bullying in the Workplace**
- **Problem Solving and Decision Making**
- **Behavioral Interviewing Techniques**
- **Orientation Handbook: Getting Employees Off to a Good Start**
- **Creating a Top Notch Talent Management Program**
- **Dispute Resolution: Mediation through Peer Review**
- **Onboarding -The Essential Rules for a Successful Onboarding Program**
- **Business Succession Planning: Developing and Maintaining a Succession Plan**
- **Anger Management: Understanding Anger**
- **Managing Employee Performance**
- **All You Need to Know for project management**
- **Project Management: All You Need to Know**
- **Workplace Success: Eight Key Skills You'll Need**

ADDITIONAL LWLD COURSES

- **Basic Business Management: Boot Camp**
- **Writing A Business Plan**
- **Entrepreneurship 101**
- **Intrapreneurship**
- **Communications for Small Business Owners**
- **Marketing for Small Businesses**
- **Building a Consulting Business**
- **Training HR for the Non HR Manager**
- **The Professional Supervisor**
- **Delegation: The Art of Delegating Effectively**
- **Inventory Management: The Nuts and Bolts**
- **Project Management Fundamentals**
- **Intermediate Project Management**
- **Advanced Project Management**
- **Understanding Project Management**
- **Risk Management**
- **Meeting Management: The Art of Making Meetings Work**
- **Talking To Employees About Personal Hygiene**
- **Conference and Event Management**
- **Negotiating for Results**
- **Managing the Virtual Workplace**
- **Marketing And Sales**
- **Effective Planning And Scheduling**
- **Business Leadership: Becoming Management Material**
- **Conversational Leadership**
- **Workplace Health and Safety: The Supervisor's Role and Responsibilities**
- **Facilitation Skills**
- **The Practical Trainer**
- **Using Activities to Make Training Fun**
- **Training with Visual Storytelling**
- **Developing a Training Needs Analysis**
- **Measuring Training Results**
- **Developing a Lunch and Learn Program**
- **Strategic Planning**
- **Business Ethics For The Office**
- **Safety in the Workplace**
- **How to Manage Anger and Violence in the Workplace**
- **Employee Accountability**
- **Balanced Scorecard Basics**
- **Disability Awareness: Working with People with Disabilities**
- **Business Process Management**
- **Knowledge Management**
- **Creating a Workplace Wellness Program**
- **Developing a High Reliability Organization**
- **Encouraging Sustainability and Social Responsibility in Business**
- **Planning for Workplace Safety**
- **Developing a Safety Procedures Manual**
- **Creating Successful Staff Retreats**
- **Digital Citizenship: Conducting Yourself in a Digital World**