

LEADERSHIP TRAINING & DEVELOPMENT:

# The Key to Achieving a Better Workplace

kpc



# Leadership Training & Development: The Key to Achieving a Better Workplace

No workplace is perfect but that doesn't mean that, as CEOs, HR professionals, and team leaders, we shouldn't strive to make them better.

There are many causes for inefficiencies, disconnects and general "ruts" in the workplace -- from generational differences, miscommunications, missed management opportunities and more. But the root of any organization's growth or demise comes down to one integral component: it's leaders.

Leaders are the most valuable asset your company has. How they perform, direct, motivate, and work can either help your company achieve major milestones, or contribute to organizational standstills and setbacks.

Before you can conquer any company-wide goal, whether it's to expand into new markets, strengthen your pipeline, maximize talents, or anything in-between, you must first identify what's holding your team back and create a plan of action to develop your workforce for on-going success and achievement.

There is nothing to be gained by remaining at the status quo, but there is a world to gain by identifying walls within your organization and investing in customized Leadership Training and Development Programs that will tear those walls down and allow your leaders, and your company, to thrive.

## Identifying the Need for Training and Development

***Your organization is only ever in one of three places – improving, declining, or stagnant.***

You may be aware already that your organization is declining or is “stuck” if:

- you’re losing employees
- your employees are disengaged, uninspired or unmotivated
- you wish your team performed better
- your team has a difficult time understanding each other and working together
- your profitability is decreasing or is unchanged
- your leaders feel unconfident in their ability to lead and make decisions
- you’re unable to identify employees who are ready for promotion, although they’ve been with you for years
- you’ve noticed other indicators that your company is in a rut

These signals are often the first indicators that something in your organization is either broken or needs improvement. In other words, you’re stuck in “survive” mode when you want to be in “thrive” mode.

When these or other similar signals appear, they can be addressed and resolved using the appropriate Leadership Training and Development programs, customized to your organization’s specific needs and KPIs.

However, before a training program can be deployed, the first step is to learn more about the surrounding the issues and the leader. If these issues remain undefined, the appropriate solution cannot be applied and your organization may be on the path to a slow and steady (or rapid) decline.

Once the gaps are identified, the appropriate Leadership Training and Development program or course can be recommended and implemented.

## The Key to Achieving a Better Workplace

***By applying the appropriate, Leadership Training and Development program, based off of customized, data-driven recommendations, you’ll hold the key to achieving an improved workplace.***

There are a multitude of Leadership Training and Development courses that enable organizations to build more cohesive, productive, satisfied teams that will contribute to cultivating a more effective workplace.

These training programs include:

- Middle Manager Training
- Diversity and Inclusion Training
- Unmasking the Hidden
- Millennials at Work
- Training the Trainer
- and more

These courses are the **key** to improving workplace morale, increasing employee engagement and satisfaction, and achieving operational excellence.



By applying these courses and programs in the right combination, aligned with your organization's unique needs and goals, these programs can expand knowledge, drive effective behaviors, increase productivity and help your organization achieve the business objectives you set.

To illustrate the improvements these courses can have on your organization, let's take a look at a few popular Leadership Training and Development courses and the impact they can have on improving organizations.

## Middle Manager Training

***Strengthen your pipeline and increase retention with a customized Middle Manager Training course.***

The ability of your leaders to lead directly impacts the working environment and profitability of your company. Without access to the proper training and resources, your managers may be under-equipped to manage their teams to their fullest potential. This makes managerial training essential to impact the bottom line.

When top performers are promoted into managerial positions, the transition is not always smooth. Leadership abilities take time to develop and when they do, specific management styles may still only work effectively with certain team members, or for some workplace initiatives and not others.

Many new managers may experience stumbles as they try to navigate and define their new role. This often surfaces as:

- a lack of thorough understanding of roles and responsibilities
- hit and miss communication techniques
- discomfort or lack of confidence in making decisions
- lack of confidence in leadership abilities
- and more

While these growing pains are by no means “failures” for new and learning managers, they can be minimized and overcome more quickly when new managers are provided with the tools and training they need to adjust into their newly appointed positions.



This is where Middle Manager Training comes in. This training course focuses on helping new managers discover their leadership strengths and weaknesses, provides them with effective communication techniques, clearly defines their roles and responsibilities, and more in order to foster smoother transitions from employee to manager.

The course employs interactive activities, coaching and case studies designed to specifically target the areas where new

managers crave improvement and direction. In doing so, the managers will become more comfortable, confident and able in their roles as leaders -- allowing them to contribute to the overall improvement of their organization.

By empowering new managers with the tools and training they need, they can lead stronger teams, improve the pipeline and contribute to the company’s overall improvement.

## Diversity and Inclusion Training

***Innovate, expand into new markets, and increase engagement with a D&I Training Course.***

Many teams run into conflicts or simply don't work well together because the individuals within them lack the knowledge and tools for working with others. Without understanding the strength and power derived from a diverse and inclusive team, tensions within the workplace can arise.



On the upside, workforce diversity and inclusion has been identified as a key driver of internal innovation and business growth, according to a Forbes study; and companies with diverse executive boards report significantly higher earnings and returns on equity.

By incorporating a Diversity and Inclusion Training course, your team members will develop a better understanding of diversity and inclusion, discover each team member's preferred style of working together, and develop a plan to create a more inclusive workplace.

In order to improve how the teams within your organization work together, the individuals within your company need to first become aware of the ways in which they approach work and relationships.

In doing so, your team members and organization will enjoy the benefits of an open, accepting and welcoming workplace. These benefits include:

- improved individual and team performance
- employees feel valued and accepted
- new and innovate ideas emerge as employees feel more comfortable in their team
- inclusive attitudes ripple out to community, allowing for expansion into new markets
- higher earnings
- and more

Improving diversity and inclusion company-wide can help your team work better together, increase engagement, and explore untapped opportunities for growth.

## Unmasking the Hidden

***Make better hiring decisions, maximize talent, increase performance and engagement by uncovering hidden bias.***

Many organizations are unaware of the impact subtle bias can have -- but it exists and it can often be seen in the pattern of the hiring decisions we make.

It's the reason the average height for Fortune 500 CEOs is 6 foot 2, the reason 91% of Google employees were either White (61%) or Asian (30%) in 2014, and the reason many companies are investing in training to unmask hidden biases within their organization in order to improve diversity in the workplace.

While these hidden biases impact the decisions we make daily within our organizations, more often than not, they simply interfere. By understanding and recognizing our own unconscious biases, we can make better data-driven decisions rather than letting our biases have the last word.

- This type of training course can help us:
- make hiring decisions based on qualifications, rather than race, gender, height, etc
- maximize talent and promotional opportunities
- become better leaders
- recognize our own unconscious biases
- learn how to overcome hidden biases
- and more

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**“It has made me aware of my biases and made me more inclusive as a leader.”**

*~Leadership Evolution Participant*

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## Identifying and Addressing the Problem at its Source

***It's easy to notice the symptoms of an issue in your company or your workforce, but it's much more difficult to diagnose the problem itself – especially as an “insider looking in.”***

For this reason, many organizations consult with a certified outside organization to observe and assess their workforce in order to pin-point the “what” that is holding them back so they can apply the right training program to attack the problem at its source.

Collecting this unbiased data is the basis for identifying the specific, data-driven recommendations needed to apply the appropriate Leadership Training and Development program that will develop your workforce for the greatest potential impact and lead to the most significant growth outcomes.

Take the first step to achieving a better workplace today by requesting a discovery session with KPC. We will discuss your unique challenges, goals and recommend customized curriculum that will transform your organization.





## About KPC

Our Difference Makers help organizations harness diversity, empower people and create inclusive cultures that transform lives.

What are Difference Makers? They are the trainers, coaches and leaders dedicated to helping people be great at work through long lasting learning. They are those you served with in the military, the smart people you cheated off of in college, retired leaders, master coaches, and training whizzes.

Since 2008, KPC Difference Makers have been helping clients shape their future. Our instructor and web-based training, executive coaching and analytics empower employees and provide the tools necessary for companies to succeed.

Our curriculum delivers education and discovery through a fun experience. All courses and services offered are completely customizable and can be tailored by company size, industry, and language.

### KPC Awards:

- Awarded the 2014 Enterprising Woman of the Year Award
- Finalist for the 2015 Florida Companies to Watch
- Nominated for 2014 Best Places to Work in Orlando



## About the Author

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President

Inspired by her father, Kizzy always knew that she wanted to be a psychologist and an entrepreneur. The simple but powerful concept, “it’s all about empowering others” was instilled in her from a young age and became the motivation behind KPC.

To pursue these dreams Kizzy received her Bachelor of Arts in Psychology degree from Alfred University and next her Masters of Science in Industrial Organizational Psychology degree from the Florida Institute of Technology. Then after receiving her Doctor of Philosophy in Industrial Organizational Psychology, she decided to combine her background and passions with her entrepreneurial spirit to found KPC in 2008.

Within a year, the company landed its first large government contract and took KPC to the next level. Since then Kizzy and her Difference Makers have trained, coached and empowered leaders, middle managers, and front-line employees. Kizzy’s passion for igniting human potential and making a difference in the lives of her clients has made KPC a dominant force in the company development space.



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