

# Detroit 2018

## Jan 24: The Leader's Protocol®: Bringing Out the Best in Every Employee

This session explores how to leverage the untapped asset that's already on your payroll! Participants will learn to identify and target the core of their team; discover what the silent majority of their workforce actually wants; create a personal, actionable engagement plan for every employee; and master the protocol and techniques required to develop the capacity of Solid Citizens. By surveying more than 6,000 workers around the world, Mr. Don Brown has identified what to stop, start and continue doing to increase your return-on-leadership. Get ready for honest and sometimes shocking discoveries. While the findings may astound you, the simple truths will strengthen you exponentially!

Mr. Don Brown is author of *Bring Out the Best in Every Employee* and *What Got You Here Won't Get You There--In Sales*. He earned an Honors Degree from Michigan State University in foreign languages, a Masters in Management with Dr. Hersey at California American University and has enjoyed guest faculty status for Pepperdine University's Graziado School of Business and Management and UC Executive Education.

## Feb 15: Creating High-Performance Teams

We desperately seek out one another to collaborate over time. Yet our will to collaborate often weakens when problems arise that erode our trust in one another or in the system under which we are often forced to operate. This workshop is designed to look at what makes teams succeed and fail. During the session, we will discuss the requirements for effective teaming, the common interpersonal obstacles we often face, and leadership strategies for overcoming these barriers.

Dr. Harvey Robbins is author or coauthor of six books, including *Why Change Doesn't Work* and the best seller *Why Teams Don't Work*. He is President of Robbins & Robbins and has consulted for numerous groups, including 3M, AT&T, Allied Signal, American Express Financial, General Dynamics, Honeywell, Johnson & Johnson, and Toro.

## Mar 22: How Great Leaders Master Developmental and Performance-Based Coaching

Your individual development plan may be the single most important document to advance your career. You will depart this workshop with your personal plan and the skills and tools to coach and develop Millennials and other career minded staff members on your team. Participants will learn and experience the connection of effective coaching and feedback to each manager's team to be able to improve their ability to execute consistently. In the majority (around 70%) of executive failures, the real problem isn't bad strategy. The real problem is bad execution, according to the Fortune Magazine article titled, "Why CEOs Fail". At its core, execution comes down to setting clear expectations and regular coaching and feedback.

Four-time winner of the Business Advisor of the Year in North America, John D. Lankford is passionate about development, performance and results. An expert in executive coaching and developing leadership talent, his fun and lively approach motivates others to embrace development and innovative ideas. As a certified Executive Coach and 4 Time Business Coach of the Year, John loves to coach leaders on his proven coaching techniques. His impressive background is unique, boasting 23 years of corporate and 12 years of entrepreneurial experience. John has facilitated more than two dozen mergers and acquisitions, as well as launching three businesses and ultimately selling two. John provides hands-on, triage support that produces measurable results in real-time. His process provides laser focus on the execution of the plan. John's coaching and accountability teaches business leaders not to be distracted by bells, whistles, or fads. His leadership experience covers every level of management from front line supervisor to becoming the former CEO of the Innisbrook Leadership Institute. His leadership track record includes leadership positions at the Executive Education team at Ford Motor Company, Oakwood Healthcare, Comcast University and the St John Healthcare system.

## Apr 19: Critical Thinking: Managing Uncertainty and Anticipating the Unexpected

The higher you are in the organization, the more complex problems become. This fast-paced class focuses on developing advanced skills in critical thinking and breakthrough problem-solving. Discover how to increase the quality of your decisions, and those of your team, with particular emphasis on the importance of critical thinking skills to mitigate the effect of our own cognitive biases, as well as an emphasis on making decisions with little or ambiguous information and deep uncertainty. This seminar will help you leverage your team's immense untapped wisdom to get better results. If you are responsible for improving productivity, strategy, quality, or safety you can't afford to miss this class!

Kathy Pearson, Ph.D. is Founder and President of Enterprise Learning Solutions, a firm focused on executive development and learning across industries. An award-winning educator, Kathy is heavily involved in Executive Education at The Wharton School and Duke CE. In addition to her executive development work, Kathy consults to senior leadership teams in the areas of strategic formulation, complex decision making under uncertainty, and strategic execution.

Kathy received her B.S. degree in theoretical mathematics from Auburn University, her M.S. degree in Decision Sciences from Georgia State University, and her Ph.D. in industrial engineering from Northwestern University.

## May 15: Influence to Impact: Leveraging Interpersonal Power for Women Leaders

Influence is a crucial competency that enables leaders to succeed in the global marketplace. This program is a highly interactive, leadership development workshop for women. In this course women come to understand the three levels of power involved in influencing, they discover their I2I (Influence to Impact) influence profile, they are taught the power of language and the role gender plays in organizational influence, they are taught to use dialogue as an influence tool, and are taught the secrets of leveraging the hidden power of the organization.

Dr. Jeanne Porter King is a seasoned organizational development consultant, author and inspirational speaker that has been called to lead and make a difference in the lives of others. She has worked in a number of development roles in Fortune 100 companies, which includes working as Senior Consultant in the Diversity Practice of Price Waterhouse.

## Jun 12: True Drivers of Performance: Work Smarter, Reduce Stress, Lead By Example

We all want to be more productive and deliver our best results. Managing it all is hard, and leading in today's hyper-paced world is even harder. Cut through the complexities and excuses to start realizing real gains simply by changing one thing: the way you make decisions. Quickly begin to use the time you have each day to move your business and life forward, make decisions that yield better results, waste less time, reduce stress and regain balance. Learn how great decision-making habits yield a lifetime of accomplishments.

Steve McClatchy is a keynote speaker, workshop leader and author of the New York Times bestseller *Decide: Work Smarter, Reduce Your Stress & Lead by Example*. Mr. McClatchy has spoken before thousands of audiences on the topics of leadership, performance, personal growth, and work/life engagement. He is a frequent guest lecturer in many of America's top business graduate schools including Harvard and Wharton and has been quoted in *The Wall Street Journal*, *WebMD Magazine*, *Fast Company*, *Oprah Magazine*, *Entrepreneur* and *Investors Business Daily*. He is best known for his passion, sense of humor and energetic personality.

## Jul 25: How to Present, Communicate, and Influence to Achieve the Greatest Impact

This is a highly practical session that will provide you with both the insight and the inspiration to influence and impact others in a wide range of professional and personal contexts. Whether it's communicating with customers, colleagues, your boss or a community group there are ways to sabotage your message or alternatively succeed with it. Attending this seminar will help you avoid sabotaging your success and equip you with the tools required to develop your personal confidence and to present and communicate with impact and influence.

Paul McGee is an international speaker, best-selling author and creator of the brand "SUMO: Shut Up, Move On." His goal is simple. He wants to help people achieve better results in life and have more fun in the process, as he seeks to deliver a memorable, motivational, moving-on experience. He has spoken in over 750 organizations in 35 countries. He has appeared on BBC Breakfast television and is a regular contributor to Radio 5live.

## Aug 14: High-Impact Transformational Leadership

Effective leaders possess a broad set of leadership skills and competencies - the science of leadership - and they know when, where, and under what conditions to use each - the art of leadership. Dr. Hannah will combine cutting-edge research with lessons-learned from his three decades of personal leadership experience, spanning from a front line to a strategic leader, to advance attendees' capabilities and development as inspirational leaders. This seminar will cover various forms of leader style, power and influence, and focus on the more effective forms of transformational, inspirational, and authentic leadership behaviors.

Professor Hannah holds an endowed chair in management at Wake Forest University School of Business. He is a retired US Army Colonel with vast practical experience leading complex organizations and developing leaders. He previously was the Director of Leadership and Management Programs at West Point The United States Military Academy, and as the Director of the US Army's center for the profession and character-based leader development.

## Sep 19: Championing Your Ideas at Work: Becoming Your Own Best Advocate

Successful advocates know how important it is to clearly communicate their ideas, how their reputations shape how people respond to their ideas, how they need to build partnerships and alliances with others in getting ideas adopted, how they must "pre-sell" any idea long before formal meetings, and how to be persuasive and influential in meetings. We will discuss new research on each of those topics - research that offers you interesting and surprising ways to champion innovations in your organization.

Dr. John Daly is the Liddell Professor in the College of Communication, Distinguished Teaching Professor, and TCB Professor of Management at the University of Texas at Austin. He teaches graduate and undergraduate courses on topics such as interpersonal communication, organizational behavior, and advocacy and persuasion. He has won every major undergraduate teaching award at the University of Texas. He has published more than one hundred scholarly articles, and completed nine books, including, most recently, *Advocacy: Championing Ideas and Influencing Others* (Yale) as well as *The SAGE Handbook of Interpersonal Communication*. He has served as President of the National Communication Association and on the Board of Directors of the International Communication Association and the International Customer Service Association. His work has appeared in major popular outlets like the *Washington Post*, *Wall Street Journal*, *New York Times*. He has worked with Goldman Sachs, Morgan Stanley, Marriott, American Airlines, Roche, Amgen, Pfizer, Astra-Zeneca, State Farm, Kraft, ExxonMobil, Shell, Texas Instruments, UPS, FedEx-Kinkos, 3M, Dell, IBM, AT&T, USAA, Prudential, and Samsung, among many others.

## Oct 23: Strategic Thinking: Essentials for Leading Today's Organizations

This session will give audience participants a clear look at how to think about crafting a strategy that builds a distinctive competitive advantage. The first part of the session looks at the four essential ingredients of strategy: clear mission and vision, choice of competitive strategy, economic basis of profit, and critical success factors. We then apply these ingredients to sharpen our understanding of 1) customers' needs, 2) competitors' moves, 3) attaining strategic alignment, 4) innovating for the future, and 5) preparing for disruption. A variety of individual and group exercises will encourage participants to actively use these frameworks in a way where they can actually apply their ideas in their workplaces too.

Dr. David Lei is Associate Professor of Strategy and Entrepreneurship at the Edwin L. Cox School of Business at Southern Methodist University in Dallas, Texas. He has co-authored the book, *"Strategic Management: Building and Sustaining Competitive Advantage"*. He has also consulted with a wide variety of companies in the past 15 years including Fidelity Investments, IBM, Microsoft, Verizon and Texas Instruments.

## Nov 07: Influence and Action: The Core of Leadership

As a leader, you will be expected to influence others, including your team, your superiors, and managers in different departments, as you build support for change and implement new programs. This seminar will examine the qualities and skills of leaders who get "extraordinary" things done under tight time and resource constraints. We will discuss how to get people to embrace change, how to build trust and credibility, how to manage the politics of relationships, and how to inspire those around you to follow your lead.

Dr. Robert J. Bies is Professor of Management and Founder of the Executive Master's in Leadership Program at the McDonough School of Business at Georgetown University. In addition, he is co-author of the book, *Getting Even: The Truth About Workplace Revenge - And How to Stop It*.

## Dec 04: Powerful Communication: How to Craft and Deliver your Message with Authority and Authenticity

Effective communication can impress people but powerful communication can move people to action. This course identifies the elements of powerful communication and teaches the participants how to harness and utilize their own individual skills to become a communicator that persuades, inspires, and transforms. The course will be highly interactive with group exercises, skills assessment, demonstrations, critiquing and opportunity for on-site application.

Dr. Debbye Turner Bell is a veterinarian, journalist, minister, motivational speaker, wife, and mother. For three years, she served as the lead U.S. news anchor for Arise News, a global cable news network. She hosted a daily evening news broadcast called Arise America. Currently, she can be seen as an expert contributor to the show DOGS 101 on Animal Planet. For 11 years, Turner Bell enjoyed her role in broadcast journalism as a staff correspondent for CBS News starting in 2001. She covered a variety of subjects, and was from time to time called upon to cover breaking and developing news.

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