

Workshop Catalog

Effective Management & Leadership Development

The following workshops are designed for frontline and mid-level managers - the leaders who are closest to the work but often most underserved by traditional development programs.

These workshops are facilitated by consultants who have led teams in Fortune 500 companies and have real-world corporate experience.

Most workshops are designed to be delivered in 2.0 to 3.5 hours. Topics can be expanded for longer engagements or condensed into a 45-minute keynote format. Duration is always discussed and confirmed in advance.

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Performance Conversations: From Avoidance to Impact

Most managers avoid performance conversations - not because they don't care, but because nobody ever taught them how to have one. The result: Feedback that's so cushioned it never lands, or no conversation at all until the situation becomes a crisis.

This workshop starts where performance conversations actually begin: With clear, agreed-upon goals. Without them, feedback is arbitrary. With them, a performance conversation becomes what it should be - a straightforward, respectful discussion about impact.

Performance isn't only about what someone produces - it's also about how they show up. Interpersonal skills are a performance matter, not a personality one. A technically brilliant team member who struggles to build relationships, read a room, or collaborate effectively has a performance gap - and it's the manager's job to name it. Separately, every performance conversation should connect individual goals to the organization's strategic priorities. When a team member can see how their work contributes to the bigger picture, the conversation shifts from evaluation to shared purpose.

By the end of the workshop, participants will be able to:

- Examine their current approach to goal setting and apply a clear framework that makes performance conversations fair and actionable
- Separate the person from the performance - and why that's an act of respect, not harshness
- Deliver direct, honest feedback that the other person truly hears
- Leave every performance conversation with clear next steps and shared accountability
- Recognize and give direct feedback on interpersonal behaviors - including how to name relationship and collaboration gaps without making the conversation feel like a personal attack

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- Connect individual performance goals to the organization's strategic priorities - helping each team member understand how their work contributes to the bigger picture

Best suited for:

Frontline and mid-level managers who are responsible for team performance but haven't had formal training in how to have these conversations.

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Delegation & Empowerment: From Player to Leader

Many of the strongest individual contributors make the weakest first-time managers - not because they lack talent, but because the skills that made them successful are also the same ones that hold them back from leading. They know they can do the work better than anyone, so they hold onto it. Their team waits. Their own work piles up. And nobody grows.

This workshop addresses delegation at the root: The mindset shift from doing to leading. Getting work done through people isn't a compromise - it's the job.

But there's another shift that catches most new managers off guard: The moment you step into a leadership role, you're no longer a peer. Your team is watching every interaction - not to judge you, but to learn from you. How you handle a mistake. How you respond under pressure. How you carry yourself when the workday extends into a team dinner. Role modeling isn't a separate leadership skill. It's what the mindset shift from player to leader actually looks like in practice.

This extends beyond the team itself. Cross-functional collaboration doesn't happen by accident - it's enabled by a manager who sets the tone. When you model how to build agreements across functions, influence without authority, and navigate competing priorities with composure, your team learns by watching. Empowering your team to collaborate across the organization is an act of delegation too - and it requires the same clarity of handoff, the same trust, and the same willingness to let go.

By the end of the workshop, participants will be able to:

- Analyze their own tendencies as a former individual contributor and apply a leadership mindset that prioritizes getting work done through others
- Identify what's underneath their resistance to delegating - and how to move past it
- Learn the mechanics of a clean handoff: Context, clarity, and the right check-in cadence

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- Reframe all three outcomes of delegation - success, same, or miss - as opportunities for team development
- Recognize that the transition into management permanently changes how every behavior is perceived
- Recognize the change management elements required for cross-functional work

Best suited for:

Frontline and mid-level managers, particularly those promoted from high-performing individual contributor roles.

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Psychological Safety & Trust-Building: The Outcome of Great Management

“Psychological safety” is one of the most misunderstood concepts in the modern workplace. Some leaders overcorrect - creating environments so free of consequence that accountability disappears. Others dismiss it as corporate fluff. And some newer managers confuse it entirely with mental health support, making it the top priority above everything else.

Here’s the reality: Psychological Safety isn’t a culture initiative you launch. It’s the outcome of doing the fundamentals of management well. This workshop cuts through the noise and gives managers a clear, practical definition - and the tools to build it intentionally, without tipping too far in either direction.

One of the most overlooked foundations of psychological safety is role clarity. When team members know what they’re responsible for - and equally important, what they’re not - it removes the psychological weight of guesswork. People feel safe when they know the rules of the game: What they’re doing, why it matters, and how they’ll be evaluated.

Building psychological safety also means establishing the norms and agreements that govern how a team actually works together. These fall into two categories: The manager’s non-negotiables - standards of practice that aren’t up for debate - and the team’s preferences, which can and should be shaped by the people doing the work. The good news: it’s never too late to establish a team norm, and it’s never too late to change one. The team should absolutely take the first pass at shaping how they work together. But the manager has the final say. The corporate world isn’t a democracy - and being clear about that upfront is itself an act of respect.

By the end of the workshop, participants will be able to:

- Distinguish between productive psychological safety and overcorrection - and diagnose where their team currently sits

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- Apply specific techniques that encourage team members to speak up, take risks, and contribute fully - including tools borrowed from the world of improv
- Examine their own unconscious biases and demonstrate inclusive behaviors that make every team member feel respected and heard
- Connect the dots between clear goals, consistent feedback, and psychological safety as a natural outcome of good management
- Define role boundaries with precision - articulating not only what each team member is responsible for, but what falls outside their scope
- Connect individual roles to strategic priorities and use that alignment to clarify where a team member's time should be focused
- Apply different approaches to role clarity conversations depending on whether a team member is new or carrying legacy responsibilities - including how to help them say no to work that pulls them off priority
- Distinguish between non-negotiable management practices and team preferences - and communicate that distinction clearly to the team
- Facilitate a team norms conversation that gives team members a genuine voice in shaping how they work together - while owning the final call

Best suited for:

Frontline and mid-level managers at all experience levels - whether they've never heard the term or think they already know what it means.

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Motivating Others: Feedback, Coaching, Mentoring & Sponsorship

Most managers give feedback the same way they were given feedback - inconsistently, uncomfortably, and usually only when something goes wrong. They confuse coaching with feedback, mentoring with coaching, and have never once thought about sponsorship. The result: A team that doesn't know where they stand, doesn't grow, and doesn't feel invested in.

This workshop gives managers a clear, practical framework for four distinct tools - and the confidence to use each one deliberately.

And none of these tools work if you don't understand what actually drives each person on your team. Motivation isn't uniform: One person is energized by public recognition, another by advancement, a third by autonomy. Successful managers get to know their team members at a deep level - and maintain the professional detachment that keeps the relationship productive.

By the end of the workshop, participants will be able to:

- Distinguish between feedback, coaching, mentoring, and sponsorship - and select the right tool for the right situation
- Apply a repeatable framework for initiating difficult feedback conversations - including the "tricky" ones that most managers tend to avoid
- Demonstrate awareness of the body's natural reactions to feedback - both their own and their team members' - and manage those reactions in the moment
- Use coaching techniques that develop team members' problem-solving independence rather than creating dependency on the manager
- Differentiate between mentoring models - traditional, peer, reverse, and circle - and actively sponsor talent by advocating for them when they're not in the room

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- Identify what genuinely motivates each individual on their team and adapt their leadership approach accordingly
- Distinguish between getting to know your people and befriending them - and understand why that professional distance is what makes a manager's support effective

Best suited for:

Frontline and mid-level managers who give and receive feedback regularly but have never had a framework for doing it well.

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Time Management & Prioritization: Leading with Intention

When you become a manager, your work should look different. The doing that made you successful as an individual contributor is no longer the job - leading people is. And yet most managers default back to the comfort of doing, because it's familiar, it's measurable, and nobody taught them what the alternative looks like in practice.

Most time management training teaches people how to organize their tasks. That's useful - but it misses the real problem for managers. The issue isn't that managers don't know how to make a to-do list. It's that they never made a conscious decision about what their job actually is now.

Two of the most common failure points in time management are deadline management and managing interruptions - and both come down to the same root cause: Not communicating what you need. And a manager who communicates their needs models the behavior they want from their team.

By the end of the workshop, participants will be able to:

- Articulate how a manager's relationship with time must shift as they move from individual contributor to leader - and why defaulting to "doing" is the most common trap
- Audit their current use of time and identify where leadership activity is being crowded out by operational noise
- Build a planning practice that deliberately reserves time for people - individual development, team dynamics, and proactive communication
- Apply a prioritization framework that distinguishes between what is urgent, what is important, and what is neither - and make conscious choices accordingly

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- Design a weekly rhythm that creates space for strategic thinking, not just task completion
- Apply a disciplined approach to deadline management - including how to ask the right upfront questions, use the 10% rule to calibrate time estimates early, and build in contingencies before they become crises
- Develop a personal strategy for managing interruptions - centered on communicating needs clearly up and down the chain, so focus time is protected without creating anxiety for the team

Best suited for:

Frontline and mid-level managers - especially those who have recently moved into leadership roles or who manage other managers for the first time.

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Career Compass: Supporting Career Development - A Manager's Guide

Most managers want to support their team members' career growth. The problem is they don't know what that means in practice. So they either make vague promises they can't keep, give stretch assignments when the employee wanted a promotion, or avoid the conversation entirely because it feels like opening a door they can't close.

This workshop gives managers a clear, honest framework for career development conversations - one built on practical expectations, real coaching skills, and a working understanding of what their organization can feasibly offer. Not every employee will get the promotion they want, but a great manager knows how to have that conversation and still keep the person engaged and developing.

By the end of the workshop, participants will be able to:

- Apply the Skill/Will Matrix to assess each team member's capability and motivation - and match their leadership approach accordingly
- Distinguish between development, progression, advancement, and promotion - and explain why aligning on language early in a career conversation can make or break it
- Conduct a career development kick-off conversation using a structured approach that clarifies employee aspirations without making promises the organization can't keep
- Use coaching models to guide employees toward their own solutions rather than defaulting to directives
- Deliver specific, behaviorally grounded feedback using models that set employees up to develop - not just to comply

Best suited for:

Frontline and mid-level managers who have direct reports with career development expectations and want to handle those conversations with both candor and skill.

*A companion workshop – **Career Compass: Managing Your Career** - addresses the same topic from the employee's perspective and is available as a separate offering.*

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Career Compass: Managing Your Career - From Aspiration to Action

Most employees say they want to grow - but when someone asks them where they want to be in three years, they go blank. Not because they lack ambition, but because nobody ever taught them how to think about their own career deliberately. They wait for their manager to tell them what's next, or they assume "career development" means promotion and get frustrated when it doesn't happen fast enough.

This workshop hands the wheel back to the employee. Career development is not something that happens to you - it's something you drive. This session gives participants the tools to know where they are, decide where they want to go, close the gap between the two, and put a plan on paper that's specific enough to realistically follow.

By the end of the workshop, participants will be able to:

- Conduct an honest self-assessment of their current strengths, skills, values, and workplace tendencies - and articulate what kind of work energizes them
- Distinguish between ladder, lattice, and expansive career paths - and identify which type of growth aligns with who they are, not just what the org chart suggests
- Conduct a gap analysis that maps their current capabilities against the role or opportunity they're targeting
- Set SMART development goals that are specific enough to measure and ambitious enough to matter - not aspirations dressed up as plans
- Design a development plan that draws on all three sources of learning: On-the-job experience, relationships, and formal training - rather than defaulting to "take a course"

Best suited for:

Individual contributors and emerging leaders at any level who want to take real ownership of their career development - and be better prepared for career conversations with their manager.

*A companion workshop - **Career Compass: Supporting Career Development** - addresses the same topic from the manager's perspective and is available as a separate offering.*

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