
COURSE OUTLINE

Day I, 8:00 to 4:30

Morning

Introduction

- A. State of the Industry
- B. Role of the Leader
- C. ACCESS Model
- D. Course Overview and approach
- E. Post-course projects
- F. Understanding your Leadership Style (DiSC)
- G. Personal learning goals and Learning Partners

Afternoon

Module I: Awareness

- Setting purpose
- Influencing organizational realities
- Managing system influence

Day II, 8:00 to 4:30

Morning

Welcome Back and Review of the Day

Module II: Character

- Driving values
- Meeting expectations for ethical behavior
- Self-development

Afternoon

Module III: Community

- Building relationships
- Moving beyond differences
- Effective communication

Daily Wrap up and Preparation for next day



Day III, 8:00 to 4:30

Morning

Welcome Back and Review of the Day

Module IV: Empowerment

- Sharing power
- Team and group empowerment
- Developing people for the future

Action Learning Case: Succession Planning in a Constrained Environment

Afternoon

Module V: Service

- Serving customers
- Understanding stakeholders
- Driving performance and accountability

Daily Wrap up and Preparation for next day

Day IV, 8:00 to Noon

Morning

Welcome to Last Day

- Course follow up projects

Module VI: Sustainability

- A. Setting a vision for the future
- B. Innovation
- C. Leading Change

Action Learning: Implementing Change

Course Conclusion:

- Leadership Action Plan (with learning partners)
- Course Evaluation

