

Madeline has created and delivered hundreds of programs to a broad spectrum of professionals, from entry-level to Executives of corporations. Her training courses are “meaty” – focusing on practical and in-depth content without fluff. Her facilitation style is professional, engaging, energetic, authentic, interactive, and humorous. She believes you cannot learn unless you are enjoying yourself. Madeline’s specialty is developing and facilitating courses in Management/Leadership Skills and Interpersonal Skills that can be deployed immediately to your organization, or customized as part of a comprehensive training strategy. Applying her expertise in psychology, Madeline’s programs tap into and reframe mindsets, which results in long-lasting growth for individuals and the company.

**Explore our key offerings as a starting point, and reach out to Madeline to customize the right solution for your organization. Don't see what you are looking for? Contact us!**

**Every single one of our programs can also be delivered in an engaging and interactive virtual format via Zoom.**

## Programs for Leaders

*Course lengths are customizable so ranges are listed. Contact us to better determine the right length for your objectives.*

*\*Indicates a corresponding class for Individual Contributors is available that creates an aligned partnership between leader and employee. We highly recommend offering programs for the Leaders and Employees as a best practice.*

### **Leader Power Hours**

Short, (1 hour) content-rich and engaging monthly (or bi-monthly) sessions on rotating leadership topics (selected by client) bring together a learning community of leaders who share best practices, and walk away with practical leadership tools they can apply in the workplace immediately. Our clients rave about how easy this program is to implement in their organizations, its popularity with their leaders who return month after month, and the way it creates a leadership culture of learning and growth.

*Course length: 1 hour each, delivered monthly or bi-monthly. Topic ideas include most of the workshops listed below.*

### **Situational Leadership II (Ken Blanchard Companies) \***

Situational Leadership® II (SLII®) is a proven, time-tested leadership model that has been used to train over 5 million managers in the world’s most respected organizations. Giving your people what they need, when they need it accelerates their development—creating a more productive, passionate workplace. Madeline is a certified and experienced facilitator (15 years) and vendor of this high-impact program that you can directly partner with on this program.

*Course length: 1- 2 days*

### **Giving Meaningful Feedback\***

One of the most critical leadership skills to facilitate growth and performance, yet all too often it is avoided or not delivered in a way that builds competence and confidence in the employee to improve. Deliver feedback with candor and care so that it’s received and acted upon and facilitates growth and development.

*Course length: 1 – 4 hours*

### **Creating a Leadership Communication Cadence**

Seamless communication that informs, empowers, and engages your team doesn't just happen. The best leaders create an intentional communication infrastructure (One-on-Ones, team meetings, informal communication, etc.) that enables individuals and groups to shape and adapt to team goals and priorities. Explore how to intentionally consider your communication cadence and create a pattern of predictable individual and team communication channels that impacts overall performance and goal achievement.

*Course length: 1 – 2 hours*

### **Making One-on-One Meetings Matter\***

The regular One-on-One meeting with your employee can and should be the most important meeting you have all week. Turn this regular meeting into one that matters. A meeting that connects, builds trust, motivates, engages and allows you and your employee to partner effectively to meet and exceed personal and professional goals.

*Course length: 1 – 2 hours*

### **Discovering Your Executive Presence**

As a Senior Leader, all eyes are on you and the subtleties in the way you carry yourself can impact your organization more than you realize. Discover your unique strengths as well as critical behaviors to create the executive presence that positively influences the organization and shapes your company culture.

*Course length: 1 -2 hours*

### **Coaching Skills for Leaders**

Behind every great performer is a leader who excels at coaching. Providing the right balance of direction and support at the right time will lead your employees to perform and grow. Understand when and how to turn telling into coaching in order to motivate, inspire and grow your employees.

*Course length: 1 – 3 hours*

### **Delegating and Empowering Others\***

How do you get yourself comfortable delegating and fully empowering your employees with their tasks and responsibilities? How do you have the confidence that they are ready for autonomy? Empower others through a steady partnership that builds the competence and confidence as quickly as possible so that the employee can truly have ownership and flourish.

*Course length: 1 – 2 hours*

### **Onboarding and Training Employees**

The first 90 days of hiring (or promoting) a new employee can be make or break in terms of his or long-term success, retention, and engagement. Learn how to prepare and execute a solid onboarding and training plan that takes your new hire from novice to expert so you can help them deliver their true value to the organization.

*Course length: 1 – 2 hours*

### **Leading Inclusively & Collaboratively**

The best ideas and decisions come from leveraging the varied perspectives and strengths on the team. Consciously and unconsciously we may miss the opportunities to tap into the diversity of thought on our team. Explore subtle yet meaningful ways to lead your team and company in a way that understands, appreciates, values, and gives space to a variety of thinking, styles, and approaches.

*Course length: 1 – 2 hours*

### **Meaningful Performance Review & Check-In Conversations\***

All too often the annual performance review becomes a dreaded administrative activity. Learn mindsets and techniques to make these conversations meaningful to set the stage for a year of partnership between leader and employee.

*Course length: 1 – 2 hours*

### **Developing and Growing Your Employees**

Growth and development is the key to employee retention. The best leaders develop the skillsets and mindsets that employees need to be successful in their current roles and position themselves for the future. Explore practical tools you can implement to ensure your employees are getting better every day.

*Course length: 1 – 2 hours*

## **Setting Goals & Expectations**

So many great intentions of high performance, yet many employees miss the mark simply because they don't understand what is expected of them. Clear and consistent expectations is not a one-time conversation. Build a partnership with your employees grounded in mutual expectations that sets the stage for high performance.

*Course length: 1- 4 hours*

## **Motivating & Encouraging Others**

How do we lead others in a way that inspires, motivates and ignites that fire under their belly to achieve what's possible? Make no mistake, motivating others is not reserved for the "fluffy and soft" leaders. It is an essential component of leading others to achieving high performance. Explore the concept of motivation, a framework for tapping into key motivators and practical techniques to inspire your employees to be their best, every day.

*Course length: 1 – 3 hours*

## **Going from Peer to Manager**

Congratulations on your promotion! While this should be a day to celebrate, it can create awkwardness and uncertainty on how to lead those who used to be your peers. Learn how to step into your leadership role with humility and confidence so that you can earn the opportunity to lead while balancing and honoring the relationships you have built.

*Course length: 1 – 2 hours*

## **Leading People Through Change\***

Change is constant, whether it's the natural evolution of a company day-to-day or it is going through a change event. The employees that can adapt to change quickly will thrive in this ever-changing environment. Understand the dynamics of how people experience change and how you can support and push your employees to embrace it.

*Course length: 1 – 2 hours*

## **Meaningful Career Conversations\***

Step out of the day to day and have a deeper conversation with your employees to understand their career goals and aspirations. The key to retention and internal growth within your company is identifying and supporting career plans and growth so that employees are able to grow their careers within the company. Learn how to have meaningful conversations about career and how that can set the stage for a supportive partnership.

*Course length: 1 – 3 hours*

## **Leading an Evolving Team**

New employees, employees leaving, employees promoted, employees transferred in and out...it seems once you have your solid team, something changes. Explore the stages of team growth and how you as a leader can support your team coming together to leverage strengths, communicate, partner, and motivate towards achieving team goals.

*Course length: 1 – 2 hours*

## **Keeping your Best Talent**

In a tight job market, Recruiters are reaching out to top talent with compelling offers. Will your employees engage them in conversation? Would you even know if they did? Explore the key drivers of employee retention and how you can build a relationship with your employee that keeps them growing and thriving in your organization.

*Course length: 1 - 2 hours*

## **Partnering with your Employees for Goal Achievement\***

Goals and expectations are defined, now what? It's not enough to set the goals, employees and leaders must partner together regularly to ensure performance is on-track. Explore a methodology for partnering with your employees on a regular basis to support goal achievement.

*Course length: 1 – 2 hours*

## Handling Performance Problems

Even the best of employees will run into performance challenges from time to time. Be the leader who knows how to address them before they become big problems, in a way that balances candor and care so that the employee can get back on-track.

*Course length: 1 – 3 hours*

## Courageous Conversations

Not every conversation is easy, and sometimes to show you care, you have to engage in a conversation that may feel awkward, uncomfortable, or even upsetting. Explore techniques to navigate delicate conversations that lead to worthwhile outcomes for both you and the employee.

*Course length: 1 – 3 hours*

## Flexing your Leadership Style

You can't successfully lead everyone the same way. Understand the various factors that should drive you to adjust your style so that you are most successful in leading that individual. This workshop can also be successfully paired with DISC or PI assessments.

*Course length: 2 – 4 hours*

## Making Training Stick

Perfect for an organization investing in training and development programs, set the stage for employees to be able to apply what they learned in the programs to their work. Understand the key steps for leaders to take before, during and after an employee goes to a training course in order to see a return on that investment in the workplace.

*Course length: 1 hour*

## Driving Your Organizational Culture

For senior leaders, how do you drive the company culture that makes your company values come to life? How do you create a culture that inspires employees and connects them to your company purpose and strategic goals? Consciously creating the culture that aligns with your business strategy is the most essential ingredient to achieving those strategic objectives. Work together with your fellow senior leaders to determine ways to make the company values come alive in your people practices.

*Course length: 1 hour – Full day*

## Helping Others Flourish

A foundational overview program of the essentials to leading people: 1) Setting Goals & Expectations, 2) Feedback & Coaching, 3) Motivating & Encouraging, and 4) Handling Performance Problems. Explore the key leadership routines and habits that lead to high performing and highly engaged employees.

*Course length: Full day or can be broken up into a 4-session leadership series (2-hours each topic)*

## Rewarding and Recognizing your Employees

With the pace of business, it can be easy to forget that every employee has the need to be acknowledged. Rewarding and recognizing employees can impact motivation, engagement and retention, and it must be customized to the individual. Explore practical techniques to ensure that your employees feel valued.

*Course length: 1 hour*

## Leading by Listening

Many do not realize that one of the powerful tools we have in our leadership toolkit is not talking or doing, but being an active listener to our employees. Learn critical listening techniques that will build trust and connection, inspiring, motivating, and growing your employees to reach their full potential.

*Course length: 1 - 2 hours*

### **360 Feedback Planning**

For organizations who deploy a 360-feedback instrument to their leaders, this powerful debrief session will help participants digest and reflect on their feedback and focus in on next steps. Outcomes include a development plan leveraging the employee's unique strengths and identified opportunities most critical to success.

*Course length: 4 hours – Full day*

### **Leading Across the Miles**

As companies expand, leaders often find themselves leading others they do not see in person on a regular basis. Setting expectations, providing feedback, building connections, recognizing, and just getting to know your employee can feel a bit more challenging. Explore ways to adjust your leadership approach so that you can have the same connection and impact regardless of the miles.

*Course length: 1 hour*

### **Building Trust**

At its core, effective leadership requires trust. Our efforts to coach, provide feedback, develop, give career guidance, set expectations, align on goals, etc. will fall flat if we haven't established mutual trust with our employees. Trust is a feeling, one that is created over time, moment to moment. While the concept of trust is "squishy" there are things we can do as leaders to build it and earn it each and every day. In this session we'll explore the concept of trust, and discover simple, yet effective ways to create and earn trust.

*Course length: 1 hour*

### **Balancing Compassion & Accountability**

How can you lead in a way that supports people and also drives performance? Walking that line is tough especially when you know your employees is having personal challenges. We want to be understanding and supportive, yet at the same time, the employee has goals to meet. In this session we'll explore how you can find the "and" in your leadership by supporting employees in an empathetic as well as accountable way.

*Course length: 1 hour*

## **Programs for anyone – Leaders and Individual Contributors**

### **Situational Self-Leadership (Ken Blanchard Companies)**

Paired well with Situational Leadership II, this program teaches individuals the mindsets and skillsets they need to become empowered, proactive self leaders who take control of their own success and are committed to getting results for your organization. Madeline is a certified and experienced facilitator (15 years) and vendor of this high-impact program that you can directly partner with on this program.

*Course length: Full day*

### **DISC or Predictive Index (PI)**

The DISC and PI models provide a common language that people can use to better understand themselves and to adapt their behaviors with others – within a work team, a sales relationship, a leadership position, or other relationships. DISC - Participants are given assessments that create extensive reports. Used tremendously well as an open session or team building session with in-tact or cross-functional teams.

*Course length: 2 – 6 hours*

### **Embracing Feedback, Even if it Hurts**

The successful journey of becoming our best requires that we receive feedback on how we can improve along the way. When someone gives you constructive feedback are you open to it? Do your emotions stay in check or do you get defensive? Are you missing out on feedback opportunities because people are fearful of how you may react? And when you do hear the feedback, are you able to act on it and do things differently? Explore the psychology behind our emotions and reactions, and how we can get ahead of it to be open to feedback, explore and understand it, and most importantly, do something with it to become a better version of ourselves.

*Course length: 1 – 2 hours*

## **Battling Burnout**

Burnout is not disengagement. It's when you care so much for so long without a break in stress, that it leads to exhaustion. This exhaustion can lead to cynicism, performance drops, and more. In this interactive session, we'll explore what burnout is, and subtle yet powerful mindsets and actions we can take to re-energize, re-engage, bring mental clarity, and sustain our engagement even when times are tough.

*Course length: 1 hour*

## **Speaking Up**

So much of the time the most valuable thoughts and ideas are either left unsaid, or said in a way that is not heard. If we are not speaking up, and are not speaking up in a way that's heard, the team could be missing the most important ideas needed to make the best decisions. Learn how to speak up, and speak up in a way that is packaged effectively to keep minds open.

*Course length: 1 - 2 hours*

## **Interviewing & Hiring Top Talent**

One hiring mistake or one hiring win can make all the difference in the team's ability to hit their goals. Key steps and skills on what to do before, during, and after the interviews to make sure you hire the right person every time.

*Course length: 1 hour to Full day*

## **Inclusive Interviewing & Hiring**

Creating greater diversity of thought in our organizations requires us to explore many facets of how we do things, including the natural bias that limits our candidate pool and our selection processes. We'll explore ways in which we can make a meaningful impact by challenging our patterns and bias and infusing inclusivity into our process.

*Course length: 1 hour*

## **Make Your One-on-Ones Matter**

The regular One-on-One meeting with your leader can and should be the most important meeting you have all week. Turn this regular meeting into one that matters. A meeting that connects, builds trust, motivates, engages and allows you to partner effectively with your Manager to meet and exceed your personal and professional goals.

*Course length: 1 - 2 hours*

## **Leading Effective Meetings**

We are all in too many meetings, and too many of them produce little value. Get back to the basics on how and when to call and lead meetings so that they can be as efficient and effective as possible.

*Course length: 1 - 2 hours*

## **Partnering Effectively with Your Manager**

It's time to stop being led and be a leader! You have goals and your Manager is a key resource to help you achieve them. Explore a style and approach to create a partnership with your Manager so you can get the right leadership when you need it.

*Course length: 1 - 2 hours*

## **Influencing Without Authority**

You need to lead, teach, coach, direct and influence people on a daily basis. The only problem is, you aren't their boss. Learn key leadership skills you can use to lead others who are not your direct reports. Perfect for those not in leadership roles who are stepping into informal leadership.

*Course length: 1 - 2 hours*



## **Creating & Delivering Meaningful Presentations**

You have an important message to tell, but where do you begin? Simple and impactful techniques on how to create a meaningful presentation that tells your story and deliver it with confidence. This program can be delivered as a skill building workshop or a focused intensive with a smaller group.

*Course length: 2 – 6 hours*

## **Creating & Delivering Meaningful Presentations in a Virtual World**

You have an important message to tell, but where do you begin? Simple and impactful techniques on how to create a meaningful presentation that tells your story and deliver it with confidence. This program can be delivered as a skill building workshop or a focused intensive with a smaller group. In this particular workshop, we emphasize techniques when presenting over Zoom or other virtual platforms.

*Course length: 1 – 6 hours*

## **Managing your Time and Energy**

Invest your time to save time! Uncover the conscious and unconscious habits that may be eating up your most precious resource...time! In this session we'll focus on practical and actionable new habits you can create so that you have more time and energy to do what matters, and be home for dinner.

*Course length: 1 – 2 hours*

## **Leaning In to your Career**

Sheryl Sandberg coined the term “Leaning In” but how do you actually do that? How do you seize opportunity, overcome conscious and unconscious bias, and lean in with confidence? Explore opportunities to get a seat at the table, increase your visibility, get your ideas heard, network for career success, and more!

*Course length: 1 – 2 hours*

## **Addressing Conflict**

Conflict is a natural occurrence within any high performing team or relationship. Explore ways to address the conflict productively with candor and care.

*Course length: 1 – 2 hours*

## **Self-Leadership Through Change**

Change is constant, whether it's the natural evolution of a company from day-to-day or it's going through a change event. The employees that can adapt to change quickly will thrive in this ever-changing environment. Understand the dynamics of experiencing change and how you can navigate successfully and flourish.

*Course length: 1 – 3 hours*

## **Teaching and Training Others**

The skills to teach a task are not the same as doing the task itself. Explore the skills and steps to teach and train someone new on a task so they can get up to speed as quickly as possible.

*Course length: 1 – 2 hours*

## **Getting to Autonomy**

As they say, going from good to great is always tough, and the same goes to becoming that autonomous, self-directed, and expert-level person on your goals and tasks. Hone in on specific actions and conversations you can have to build you and your Manager's confidence and earn that empowerment.

*Course length: 1 – 2 hours*

## **Advancing and Growing Your Career**

With the intensity of our day-to-day-focus it can be difficult to take a step back and focus on our own career growth. Development and growth opportunities are available, and we need to understand how to foster our own growth and move towards our career goals while tackling every day challenges. Explore ways to tap into growth and career development that are supported in your everyday work.

*Course length: 1 – 2 hours*

## **Managing Your Confidence**

Confidence, while it may sound fluffy, is a one of the most critical elements to professional and personal success. Too much of it, well, we know how that goes. Too little of it can derail us as well. Explore how confidence and ego play a strong role in our day to day interactions, reactions, and actions and how you can manage it in a way that allows you to be your best you.

*Course length: 1 - 2 hours*

## **Mastering your Self-Review**

When your Manager asks for your self-review it is your chance to highlight your achievements, strengths, as well as opportunities. How do you do this in a way that positions you positively while also acknowledging growth opportunities? Tips and tricks to help you write reviews and have meaningful discussions with your Manager.

*Course length: 1 hour*

## **Getting Unstuck**

As we work on our big goals and tasks, it's easy to find ourselves getting stuck. Feeling overwhelmed and confused and realizing are missing some knowledge, skill, and experience to successfully move forward. A true self-leader will recognize this natural part of the learning process and step up to the challenge. Learn strategies for helping yourself get unstuck so that you can move forward, feeling confident and competent.

*Course length: 1 - 2 hours*

## **Courageous Conversations**

Not every conversation is easy, and sometimes to show you care, you have to engage in a conversation that may feel awkward, uncomfortable, or even upsetting. Explore techniques to navigate delicate conversations that lead to worthwhile outcomes for both you and the other person.

*Course length: 1 - 3 hours*

## **Finding Resilience**

Life can be a battlefield, and sometimes it can feel like it's all coming at once. Through challenges we can experience exponential growth. In this session we'll explore strategies to become more resilient in the tough times and navigate our way through the muck to come out better on the other side.

*Course length: 1 hour*

## **Fostering Connections**

Connections in the workplace are crucial in order to leverage our resources to achieve our goals. In addition to the obvious business reasons, we are neurobiologically wired for connection with others. In this session we'll explore ways to foster connections both personally and professionally, a "skill" that is rarely taught. How can you "put yourself out there?" How can you move from acquaintance to colleague or friend? How can you foster deeper connections with those you meet, and existing close friends and family? Join us as we reimagine possibilities as well as leverage tried and true ways to build our inner and outer circles.

*Course length: 1 hour*