

Advancing Emotional Intelligence Leadership & Team Excellence Skills and Work Climate

Full Day Program Example - Description & Goals

(Customized Based on Client Culture, Needs & Goals)

This high-energy, interactive workshop identifies Leadership and Team Strategy Best Practices that can help leverage principles of respect, trust, communication, cooperation and collaboration to advance the high performance business goals of the leaders and members of the Client Business Leadership Team. Through video-vignettes, simulations, group discussion and business case examples, participants will be introduced to Emotional Intelligence Leadership & Team concepts, skills and best practices, consistent with the Client's Values and Goals of leveraging people relationships of trust and respect to advance its Business Excellence goals. Participants will also increase their ability to help advance the goals of eliminating gender and diversity barriers and blunders and to better leverage the potential bottom-line business benefits of the current and future diversity of the Organization's people, talent, and perspectives.

The focus will be on advancing the Client's leadership and team performance, including leadership and teamwork behaviors that consistently demonstrate and leverage a positive work climate of respect, trust, integrity, fairness, open communication, innovation and collaboration in advancing its high performance, entrepreneurial business goals with colleagues, direct reports and customers of all backgrounds.

At the conclusion of this session, participants will generate "back at work" individual commitments for themselves, recommend organizational improvement steps for the team, identify the organization's leadership strengths in helping to advance the achievement of these goals, and also identify weaknesses/areas still in need of improvement in the leadership & team climate of the Organization.

Tulin DiversiTeam Associates is an interracial, intergender & intercultural team of professionals who, for the past seventeen years, have specialized in "Excellence Through Diversity" Consulting, Training, Executive Coaching and Climate Assessments for executives, managers, supervisors and employees for U.S. and global clients such as the Astronauts at NASA, Comcast, Sony, Magic Media, Pitney Bowes, US Postal Service, PricewaterhouseCoopers, UAW-GM-Ford & Chrysler, EPA, Unisys, United Technologies, TVA, Florida Power & Light, Philadelphia Police Dept, New York Governor's Office "Quality Through Diversity" Forum, Columbia Business School, Philadelphia Inquirer, USDA, United Way, S.E. Pa Transportation Authority, GE, The Conference Board, OSHA, Norfolk Southern, Lawrence Livermore National Lab, Coca-Cola, Strategic Energy, The Dial Corporation, the IRS and the Port Authority of NY & NJ.

Leveraging Diversity to Advance
Individual and Organizational Excellence

©2004 Tulin DiversiTeam Associates, 5 Curtis Park Drive, Wyncote, Pa. 19095, 215-884-7325 Fax: 215-886-5515

dtulin@diversiteam.com, www.diversiteam.com.

Emotional Intelligence Leadership & Team Excellence Skills and Work Climate

Program Outline

1. **Opening Introductions by the Client Executive, followed by communicating the Session's Goals, plus a "Perspective" Group Ice Breaker**
2. **Separating Personal Intent from Professional Behavior & Its Organizational Impact: "We Judge Ourselves by our Intentions; Others Judge Us By Our Actions"** Moving beyond blame or guilt to focus on enhancing skills to work with the "more obvious" diversity categories, (i.e., race, gender, national origin,) and the "less obvious" diversity categories, (i.e., education, job level, job function, work-family balance, age, religion, military experience, sexual orientation, disability, work style), to better advance cross-cultural and cross-functional individual and team performance, and strong, high performing client/customer relationships. The importance of reducing workplace psychologizing, motive analysis, blame and guilt will be emphasized to support moving on from previously acculturated biases, past experiences, perceptions, perspectives, assumptions, mistakes, blame and stereotypes in order to give one another the benefit of the doubt to better support change and work successfully in building greater mutual trust, respect and collaboration with our leadership team colleagues, direct reports & customers.
3. **Culture Change As A Business Quality & Performance Issue: "What's In It For Us?"** The bottom-line, value-added benefits in cost savings, productivity, teamwork, sales development, customer service, collaboration, loyalty, innovation, & the recruitment, retention, development & utilization of the "Best & the Brightest."
4. **E Pluribus Unum and the Diversity Wheel Activity:** An interactive exercise to support open and safe discussion about similarities and differences, and recognize & affirm the "ties that bind" and the "differences that distinguish" among and between our colleagues, direct reports and current and potential customers. Utilizing Wharton Business School research on Value Creation in Work Teams, and George Land's research ("Grow or Die"), & Joel Barker's "Wealth, Innovation & Diversity," participants will experience how the diversity of work-team members' backgrounds, experiences, perspectives, functions and values can either undermine or strengthen **three key team success factors: Job Performance, Innovation and Productivity.**
5. **4-Step Business Thought Process: Moving From Subjective to Objective Decision-Making:** A model to identify "business-relevant" & to screen out "business-irrelevant" assumptions and old ways of leading and working together so that the merits of the "message", not the "messenger," determine how talent, performance, and business opportunities can be evaluated and leveraged.
6. **Micro-Messages Communication Exercise: "Its not what you say its the way that you say it."** The **4 Key Micro-Message elements** will be presented and practiced:
1. Verbal, (What is Said); **2. Para-Verbal**, (How it's said); **3. Non-Verbal**, (How it appears); and **4. Contextual**, (Who else is there; Previous trust relationships; Culture, E-mail & phone use, etc.) This communication exercise will focus on leader and team communication behaviors that can either block & distort, or facilitate & advance understanding, trust, cooperation, and effectiveness.

Emotional Intelligence Leadership & Team Program Description & Outline Example, page 3

7. **Humor in the Workplace:** The professional and workplace benefits of *appropriate* humor, and the individual and team costs of *inappropriate* workplace humor, plus the skills to know the difference.
8. **Gender & Diversity Stereotypes, Professional Relationships, and Customer/Client Relations.** Video scenarios to identify and analyze “right and wrong” ways of dealing with inter-gender & diversity business challenges and opportunities.
9. **Rejecting Collusion and Comfort in Order to Model and Teach Courage with Those Who Don’t Yet “Get It:”** How to communicate and model to others our commitment to the professional leadership team norms of fairness, respectful & fair treatment, performance excellence, and a reputation for integrity, including strategies to intervene effectively to remediate, build trust, demonstrate humility, and hold ourselves and others accountable.
10. **Barnga Card Game:** An energizing team simulation on work team inclusion & exclusion, stress communication, win-win/win-lose strategies, conflict resolution, and cross-functional, cross-gender & cross-cultural work team effectiveness.
11. **Understanding & Leveraging Emotional Intelligence Skills: “The Ability To Make Quality Decisions While Experiencing Feelings:”** The 4 Competencies of Emotional Intelligence will be presented and discussed: (a) Self Awareness - Understanding Ourselves, (b) Self Restraint/ Self Management – Managing Ourselves, (c) Social Awareness & Empathy - Understanding Others, and (d) Social Skills - Managing, Leading & Working with Others.
12. **Where are we, and where do we still need to be -- Next Step Organizational Leadership Team Excellence Improvements to Advance These Positive Leadership and Work Climate Business Goals**
 - a. Changes Each Participant Commits To Make Back at Work
 - b. Participant-Identified Leadership Strengths in Advancing These Principles and Practices
 - c. Participant-Identified Leadership and Work Climate Issues and Areas Still In Need of Improvement
 - d. Participant-Identified Recommended Changes-Improvements that, if Implemented, Would Help Advance the Organization’s Trust, Respect and Business Excellence Leadership Team Principles and Best Practices.
13. **Ten Factors of Change, & How To “Walk The Talk”:** How to hold ourselves and others accountable for being more effective & trustworthy Change Agent Leaders and Team Members back at the work
14. **Participant Commitments, Program Highlights & Learnings, Next Step Individual and Organizational Strategic Improvements, plus Participant Program Evaluations**

Leveraging Diversity to Advance
Individual and Organizational Excellence

© 2004 Tulin DiversiTeam Associates, 5 Curtis Park. Drive, Wyncote, Pa. 19095215 - 884-7325, Fax: 215-886-5515
dtulin@diversiteam.com, www.diversiteam.com