

# better your best

## Better Your “Best”: Team Training for Senior Leaders

### Course Outline

Pre-work: completion of the TTI Trimetrix DNA Assessment

Delivery: Modules delivered either in person via 7x3 hour workshops or 3 full day workshops.

Total Training Hours: 21 hours      Cost: \$3500/person + GST      Course Capacity: 3-10

### Course Overview

*“If we can be in the world in the fullness of our humanity, what are we capable of?”*

*Wheatley & Kellner-Rogers*

The objective of this leadership and team training program is to support senior leaders to better understand themselves: behaviors, drivers and core competencies. With a stronger understanding of self comes a stronger understanding of others. This increased awareness serves to strengthen team cohesion and optimize overall performance which drives results. Learning topics covered include: self-awareness, leadership development, cascading communication, crucial conversations and coach leadership.

### Learning Outcomes & Assessment Methods

By the end of the program the business leader will have a stronger understanding of who they are as a leader; what their strengths and weaknesses are. This learning will show them how to effectively motivate their teams and succeed in their businesses. Assessment of participants' progress will be a combination of in field learning, classroom participation, and a review of concepts during the workshops. At the end of each learning module participants will be challenged to integrate their learning immediately into their day-to-day work. Participants will be required to journal their learnings and observations prior to the start of each module and will share their learnings with the group. The ultimate outcome for the participants will be enhanced self-awareness, stronger communication skills, conflict management, employee development and teamwork.

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## Detailed Course Content

<b>Modules</b>	<b>Learning Objectives</b>	<b>Learning Outcomes</b>	<b>Hours</b>
<b>Behaviors</b>	<ul style="list-style-type: none"> <li>Learn and understand the components of DISC</li> <li>Better understanding of personal strengths &amp; weaknesses</li> </ul>	<ul style="list-style-type: none"> <li>How to observe these behaviors in others in order to develop strategies to meet the demands of their environment.</li> </ul>	3
<b>Drivers</b>	<ul style="list-style-type: none"> <li>Understand and identify Eduard Spranger's six categories that define individuals motivators or drivers- Theoretical, Utilitarian, Aesthetic, Social, Individualistic &amp; Traditional</li> </ul>	<ul style="list-style-type: none"> <li>Identify/appreciate own driving forces and those of others</li> <li>Recognize and understand how your Driving Forces interact with others to improve communication</li> </ul>	3
<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>Define and understand the core competencies required to do your job</li> </ul>	<ul style="list-style-type: none"> <li>Personalized plan for leveraging the important core competencies required of role and strengthening any areas that need to be developed</li> </ul>	3
<b>Crucial Conversations</b>	<ul style="list-style-type: none"> <li>Learn how to identify and address emotionally charged conversations and manage conflict accordingly</li> <li>Understand conflict in self and others on a team in order to address it.</li> </ul>	<ul style="list-style-type: none"> <li>Understand the conflict continuum, how to norm conflict, mine for conflict and resolve conflict through honest communication</li> </ul>	3
<b>Cascading Communication</b>	<ul style="list-style-type: none"> <li>Understanding how to gain clarity/buy-in</li> <li>Define what "buy-in" looks like on the team in order to drive commitment to goals</li> </ul>	<ul style="list-style-type: none"> <li>Review SMART Goals, prioritizing objectives and feed forward communication</li> <li>Understanding of periodization; define annual meeting plan</li> </ul>	3
<b>Accountability</b>	<ul style="list-style-type: none"> <li>Understanding the role of accountability on a team</li> </ul>	<ul style="list-style-type: none"> <li>Learn how to track key success indicators</li> <li>Understand the 3 levels of listening</li> </ul>	3

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	<ul style="list-style-type: none"><li>• Understanding and defining the importance of constructive feedback</li></ul>	<ul style="list-style-type: none"><li>• Understand the three principles of giving/receiving feedback</li></ul>	
<b>Coach Leadership</b>	<ul style="list-style-type: none"><li>• Define the role of continuous improvement and recognition in the organization</li></ul>	<ul style="list-style-type: none"><li>• Introduce the concept of coaching conversations</li><li>• Introduce the Excelerator™ Coaching Model-Engage, Enlighten, Empower &amp; Excel</li></ul>	3

## **Course Lecturer's Information:**

Carolyn de Voest B. Ed CPCC MBA

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Founder of Better Your Best, Carolyn is known for her ability to ask powerful questions, listening and for calling out that which is not being said. She is direct in her approach in order to get to the essence of what is most important. Her students/clients describe her as a good listener with lots of compassion and enthusiasm for their goals.

A lifelong learner with a passion for coaching, training and consulting she has been dedicated to learning all elements of human and business performance. Carolyn de Voest created Better Your Best to support entrepreneurs and their teams in the pursuit of their dreams. Carolyn holds a bachelor of education from McGill University, a masters of business in Management Consulting from Royal Roads University and is an accredited coach through the Coaches Training Institute. Carolyn's teaching experience includes classes and workshops for the Women's Tennis Association (WTA), the global governing body of women's professional tennis, and the British Columbia Institute of Technology (BCIT).

Carolyn likes to better her own best by volunteering. For over 9 years Carolyn has volunteered as a coach with the West Vancouver Field Hockey Club. She also is the past chair of the Strachan Hartley Foundation and volunteer mentor with Junior Achievement. When she is not working or volunteering she can be found on a bike, skis or working on her tennis game.