



## TOPICS AND SCHEDULE

### EMOTIONAL INTELLIGENCE FOR LEADERS

**February 14** // 8:00 a.m. – Noon // Instructor: Heather Woody

More than ever, leaders must be willing to develop a high emotional acumen in order to lead and understand their team members. People want to be seen and treated as people. Gone are the days that we can simply treat people as things. What we know and have known for many years is that business is done through relationships and relationships require emotions. The key is tapping into the best of our emotions and developing effective strategies to minimize the emotions that hurt our opportunities to perform and influence.

### WHAT STYLE IS YOUR MANAGEMENT? (DISC®)

**March 7** // 8:00 a.m. – Noon // Instructor: Lisa Schaefer

What kind of manager are you? In this kick-off class you will discover your leadership style and strengths through the DiSC® profile. This effective assessment will give you insight about your management style, and it will give you a framework and strategies to work with the other people who have different temperments, communication and work styles based on their DiSC® profile. Equipped with this knowledge, you will be able to make lasting improvements in your leadership, your team's effectiveness and both internal and external customer relationships.

### LEADERSHIP NO-NO'S THAT LEAD TO LEGAL ISSUES

**April 11** // 8:00 a.m. – Noon // Instructor: Lynn Smith

You can make a lot of mistakes in business, especially as a new leader or supervisor, but none more detrimental to the company than a lawsuit. Join us for this interactive session about some of the biggest areas to watch and biggest mistakes to avoid. Leave with some key tips on how to protect yourself, as well as your employer and employees from the huge losses that these legal issues can cost your organization.

### PROBLEM SOLVING

**May 9** // 8:00 a.m. – Noon // Instructor: Don McKee

Solving problems is critical to the success of any leader. This course teaches proven methodologies and approaches for problem solving by giving participants a standard to follow. These standards help determine expectations, consequences, and involvement of others.

### DIFFICULT CONVERSATIONS: ADDRESSING DIFFICULT EMPLOYEES

**June 13** // 8:00 a.m. – Noon // Instructor: Dr. Celina Peerman

Managing performance is critical to organizational success. Leaders at all levels must set clear expectations, provide the resources and support as well as the feedback to help employees perform. When employees present difficult behaviors it can be time consuming and frustrating. This session will focus on strategies that will help identify triggers, prepare for tough conversations, and focus on the words to say.

### MOTIVATING AND ENGAGING EMPLOYEES

**August 15** // 8:00 a.m. – Noon // Instructor: Helena Long

Motivating and engaging your employees is key to your success as a leader. Good managers are able to help people feel confident, motivated and valued. This session will focus on the key strategies that will help you lead your team to higher productivity, lower turnover, innovation and improved business results.

### PERFORMANCE MANAGEMENT AND EVALUATION

**September 12** // 8:00 a.m. – Noon // Instructor: Terry Whitson

Effective managers are able to maximize the capabilities and talents within the teams they lead. By managing the performance of your direct reports, you are able to unleash the employees' strengths and develop strategies to support their limitations. This class will provide you with foundational skills and tools used by successful managers such as goal setting, coaching, and performance evaluations.

### REMARKABLE LEADERSHIP

**October 10** // 8:00 a.m. – Noon // Instructor: Dr. Celina Peerman

Everyone who is a team lead, supervisor, or manager has a reputation when it comes to what kind of leader they are. In this class, we will discuss what you can do to earn the trust and respect of others so that you can have a reputation for being a remarkable leader. Together we will focus on how you can connect your roles and responsibilities with your strengths and core values so that you are better able to lead in ways that make you, your team, and your company as successful as possible.

### LISTEN TO ME — THE TOP 10 THINGS EMPLOYEES WANT YOU TO KNOW ABOUT THEM

**November 14** // 8:00 a.m. – Noon // Instructor: Terry Whitson

When asked, most team members feel they are performing well in their jobs and don't see any problems with their performance. Imagine the surprise when the leader doesn't see their performance the same way? We will discuss why there is often a difference of opinion between leaders and their direct reports regarding how they work and what gets accomplished. In addition, we will review solutions to the ten areas of "disconnect" between leaders and their team members.

### INSPIRED FOR GREATNESS

**December 12** // 8:00 a.m. – Noon // Instructor: Heather Woody

Learn ways to motivate, influence, and inspire the people within your team in order to keep them engaged, fulfilled, and enthused about the work they are doing on a daily basis. These key intangibles are important in reducing turnover and increasing overall job satisfaction.

# LEAD CERTIFICATE PROGRAM

## Leadership Excellence Action Decision-Making

Investing in your people today will pay off at your business tomorrow!

The LEAD Certificate Program was designed with your business in mind. Each session builds on the previous class. After each class participants document an action plan and implement key knowledge and skills back on the job and report back results at the next class.

### Format

Each of the 10 sessions focuses on a different topic that leaders and supervisors encounter on a regular basis. Classes meet the second Tuesday of the month February through December (except July). Space is limited to 40 students.

### Who Should Attend

- New and emerging leaders
- Managers who want improved results
- Professionals wanting to advance their careers
- Individuals preparing for management, supervision, or leadership positions

### Price

Register before December 1, 2022 and get EARLY BIRD pricing of \$1,125 per person for the first five employees and \$995 for each additional employee. Starting December 1, 2022, the price will increase to \$1,275 per person for the first five employees and \$1,145 per person for each additional employee.

### Extra Value!

Registered participants can attend any Corporate and Business Solutions workshop in 2023 for HALF price.

### In Person Meeting Location

Hawkeye Community College  
Buchanan Hall – Advanced Technology and Business Center, Room 104  
1501 East Orange Road, Waterloo, Iowa

### Registration Deadline: January 27, 2023

Call Corporate and Business Solutions at 319-296-4223 to register.

“The Hawkeye LEAD Program has been a great way to learn about new approaches to leadership and to refine the talents that I have. It’s a space where subject matter experts present a leadership topic among a class full of your peers. A fantastic concept and effective model for training leaders, the newly minted or the seasoned veteran.”

Jared S. Parmater, environmental health program manager  
Black Hawk County Health Department

# DEVELOP *a new* LEADER

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Business and Community Education

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2023 LEAD Certificate Program

ATTEND 7 OF 10 SESSIONS AND EARN A LEAD CERTIFICATE.

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