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Corporate Training & Development

Customer Loyalty
Team Development
Leadership Dynamics
Power Presentation Skills
Project Management Basics
Systematic Problem Solving

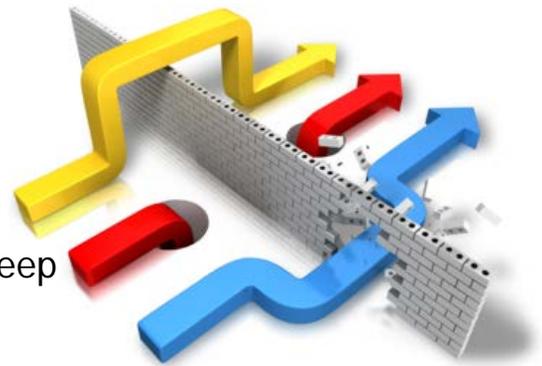
About Tracy Learning

The experts at Tracy Learning have been helping companies across the country and around the world transform their people and their business for over 20 years. We are the leaders in helping companies develop the necessary skills to meet the challenges of today's economy. Our satisfied clients include: Hewlett Packard, Ernst & Young, Cisco Systems, Blue Cross Blue Shield of Michigan, AeroJet, UK2Group, the New Zealand government and hundreds of other large and small businesses.



Why Choose Tracy Learning?

We go way beyond the industry standard of simply sharing great ideas. At Tracy Learning we dig deep and focus on behaviors that will propel your business forward with real, tangible, and measurable results. After participating in a Tracy Learning training session your organization will know **Why** change is needed, **What** to do, and most importantly **How** to implement effective practices for success.



Leadership Dynamics

Turning Potential into Performance

Tracy Learning's Leadership Dynamics course unlocks the key elements possessed by all great leaders and provides the road map to true change; change that improves efficiency, productivity, and job satisfaction for both the leader and those being led. Combining values, behaviors, roles, process and performance management skills provides a well-rounded approach to successful leadership.



Course Outline

1. **Core Values**
 - A Leader defined
 - Core Values of Leadership
 - Leadership Characteristics
2. **Behaviors of Effective Leaders**
 - 8 key Leadership behaviors
 - Modeling behaviors
 - Examining your strengths and weaknesses
3. **Leadership Roles**
 - Roles determined by situation
 - Defining 4 key Leadership roles
 - Matching behaviors to roles
4. **The Leadership Process**
 - Defining iterative Leadership process
 - Putting it all together: behaviors, roles, process
5. **Performance Management**
 - Driving continuous improvement
 - Performance reviews
6. **Fostering Creativity and Innovation**
 - Creating the proper environment
 - Turning ideas into reality