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Leadership Elevated™ has been designed to provide strategies and ideas on how to communicate and work with all levels in the organization; think “Leading from the Middle”. We firmly believe that regardless of your title in the organization, you have the ability to influence, motivate and inspire. This course is designed with Ownership Mindset principles; victim mentality is strongly discouraged!

All courses will have experiential learning components, projects to complete and a written test will be required for a passing grade. Our goal is to provide real-life opportunities to lead...in spite of your position in the company today or tomorrow.

### **Participant Outcomes:**

The participants are eligible to receive the Elevated Leadership™ certificate when they complete the 7 sessions that have been designed to provide) leaders real solutions to real workplace situations. This curriculum was designed:

- to understand and assess communication preferences;
- to build a culture full of people with ownership mindsets;
- to provide tips and tricks regardless of the title or position within the organization

**Total Training Hours: 25**

**Training Delivery Method:** Remote Learning

This course is delivered in a remote learning environment where participants are immersed in the concepts from start to finish; experiential programs are put in place through distance learning.

### **Assessment Method**

Participants are assessed on their attendance, participation, and completion of all course components; including modules, quizzes, assignments and discussions. They will also be required to prepare a presentation to deliver key concepts to the class. Participants will receive a certificate of completion upon successfully completing all modules.

### **Training Duration / Length**

Training to be delivered over a duration of 7 hours per day for 1 week or up to 5 hours per month over a duration of 6 months. Duration of training cannot exceed over a 6-month period.

**Course Capacity:** Up to a maximum of 12 participants can be registered to undergo training at the same time.

**Training Dates:** Course availability and training dates to be confirmed upon registration.

### **Module Overview**



## **Ownership vs Victim Mindset (3 hours)**

In this course you will learn the differences between an ownership mindset and a victim mindset. You will be given tips and tricks on how to identify the mindset you currently use (inclusive of language choices) and how to increase your own awareness. Built on the principles that your results are for you to own, this course is the foundation for Leadership Elevated.

Note: You will be paired you up with a partner (think “buddy system”) and they will be provided guidance on how to give feedback on how often you use victim language throughout the duration of the course.

## **Communication Preferences (2 hours)**

In this course, you will be given a framework to identify communication preferences quickly and efficiently WITHOUT the use of a survey or profile. This is about understanding your style but having the ability to pivot quickly and efficiently to others. After all, you’ll get to where you are going that much faster when you learn to adapt!

We’ll take the top 3-5 people you work with on a daily basis, build out your communication plan and provide tips and tricks to increase your awareness about their preferences. These same 3 - 5 people will be the cornerstone of how you deliver messages, collaborate, conflict with (because it’s okay to have conflict) and present new ideas to.

## **Giving and Receiving Feedback (3 hours)**

In this course you will learn how to give and receive feedback based on an understanding of individuals’ communication preferences. We will give you tools to navigate through conflict such as:

- A framework for handling conflict and disputes with confidence
- Patterns of conflict and how it escalates
- How to stop a disagreement escalating into a dispute
- How to avoid confrontation and deadlock
- How to move from confrontation to constructive conversations

As the intent of this course is to practice with your designated “buddy”, giving and receiving feedback should feel safe at all times. But as with anything, feedback never gets easier until you practice!

## **Time Management (3 hours)**

Time management is the process of planning and exercising conscious control of the time spent on specific activities to work smarter than harder. It is a juggling act



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of various things that help you increase efficiency and strike a better work-life integration.

**In this course, participants will learn to:**

- Conduct a self-assessment on your own time management
- Discover which time management tools really work for you
- Take a hard look at your workday and discover obstacles to getting things done
- Learn how to establish good, lasting habits by evaluating how they are formed and the best way to achieve them
- Use DISC to help others with their own time management (especially if it affects your own!)

**Critical Thinking (3 hours)**

**Critical thinking** is important because it ensures you have the best answer to a problem, with maximum buy-in from all parties involved - an outcome which will ultimately save the business time, money and stress.

**In this course, participants will learn to:**

- Learn to formulate questions
- Identify relevant evidence and interpret it correctly
- Avoid reasoning fallacies
- Eliminate alternative explanations systematically
- Learn to gather evidence
- Develop methodologies to draw conclusions and explain your rationale based on DISC communication styles

**Resilience (3 hours)**

Resilience at work is now recognized as a defining characteristic of employees who deal well with the stresses and strains of the modern workplace. Resilience is a person's capacity to respond to pressure and the demands of daily life. ... In short, resiliency affects our ability to 'bounce back'.



### **In this course, participants will learn to:**

- Understand how to cope with **the emotions associated with change** and unfamiliar or unpredictable circumstances
- Discover how **realistic optimism** helps you to manage stress more effectively
- Explore **action strategies** to develop your personal resilience and the resilience of others
- How to manage stress and weather storms in the workplace with good emotional awareness.

### **Assertiveness in the Workplace (3 hours)**

Being assertive at the workplace translates into being confident and not being afraid to share what you want or believe in. Assertiveness translates into positive, respectful and confident behaviour that at the same time understands the needs and feelings of others.

### **In this course, participants will learn to:**

- Achieve greater results and higher influence with assertiveness techniques that will build confidence and credibility.
- Learn how your behaviour style impacts your overall performance as a manager. You'll take stock of your current assertiveness skills and learn how you can improve them for a more effective approach.
- Learn to employ assertiveness skills to take control of a situation without alienating others.

### **Final Project (4-5 hours)**

The final project is bringing all the principles together through a remote PowerPoint presentation. In this session, participants will need to provide each participant feedback on how well they understood the principles of the program; thereby providing one more experiential view into how participants can truly lead - regardless of title!



## **Instructional Fees**

\$3,000 per participant plus GST

## **Fees for Textbooks, Software, and Other Required Materials**

Elevated HR Solutions will provide any required training materials at no additional cost to participants.

By utilizing the Canada-Alberta Job Grant, you may be able to receive reimbursement of up to 66%, but you will need to pay the full cost upfront once the grant is approved. Participants must be also be eligible trainees for the Canada-Alberta Job Grant.

## **Instructor Details**

This course will be facilitated by Michelle Berg, CPHR.

### ***About Michelle Berg, CPHR***

Since 2010, Michelle Berg has lead Elevated HR - an organization that helps attract, develop and retain top talent by building employee experiences that matter. In 2015 she won the Notable Award in Canada for Entrepreneurship. In 2016, she was selected as one of twenty top leaders in Calgary by Business in Calgary magazine as well as headed up the HR Team of the Year from the Human Resources Institute of Alberta. She was named a finalist for Woman of Inspiration by Canadian Business Chicks in 2017 and in 2018 she won the HR Firm of the Year by Canada Law Magazine.