



2.0 LEADERSHIP

LEADERSHIP

2.0



Few doubt that leaders matter and that leadership matters more. An individual leader makes good things happen and a strong leadership carried out through an organization sustains long-term success. We are confident in what it takes to be an effective leader needs to pivot and evolve. We have not perfectly defined the emerging leadership requirements, but we do believe the nine components of this program will help you become a better leader.

In today's fast-paced world of competitive workplaces and turbulent economic conditions, each of us is searching for effective tools that can help us adapt and strike out ahead of the pack.

Leadership 2.0 is a partnership program with James Songster's Emerging Leader Training that will assist you in identifying your skillset and expanding your strengths, all while enjoying exemplary performance in the pursuit of important objectives. Developed by James Songster and Sue Schank, these two have over sixty years of leadership training at the Walt Disney Company.

We are pleased to present this new virtual series focused on specific emerging leadership skills. Each of these 45 minute interactive modules are designed to provide tools and resources that will take your leadership skills to new heights and change how you see leadership—and yourself—forever.

LEADERSHIP MODULES

Leadership Styles Magic:

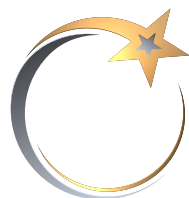
Participants will explore various leadership styles, identifying their own natural style. As an emerging leader, they will explore the necessity for and benefits of being able to move between the styles to meet the changing needs of each situation.

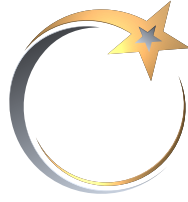
Recognition Magic:

In this module we will explore recognition, a subject we all think we understand. But do we really? Gaining a deeper understanding of the purpose and power of recognition done the right way and discovering the long-term benefits of doing recognition well, is critical to organizational success.

Integrity Magic:

“It is true that integrity alone won't make you a leader, but without integrity you will never be one.” Emerging leaders will discover the 3 Rs that serve as the foundation for living a life of integrity, and the role of personal responsibility for all they do.





TEAMWORK MODULES

Communication Magic:

A leader is only as good as his/her ability to clearly communicate the ideas, values and objectives of both their organization and themselves as a leader. In this module, emerging leaders will learn the fundamental value of “Don’t write so that you can be understood; write so that you can’t be misunderstood.”

Training Magic:

Leaders are often asked to find ways to save money, and cutting training programs is too often the answer given. In this module, emerging leaders will discover the absolute necessity of a strong training program, both initial and on-going, to ensure outstanding outcomes for their organization, and tools to make it a reality.

Customer Service Magic:

Understanding the difference between transactions and interactions is critical to the success of your brand. Participants will learn to better manage customer relationships through the 5 Keys to Great Customer Service and conflict resolution skills, and better appreciate the importance of building trust.

CREATIVITY MODULES

Creative Process Magic:

“Creativity is what happens when imagination collides with opportunity.” Learning from the creative genius of Walt Disney, participants will explore various elements of creativity through activities utilizing effective skills in brainstorming, process development, and problem solving.

Creative Problem Solving Magic:

You have a great goal, you have ideas how to achieve it, but how do you move from ideas to action? Emerging leaders will explore the purpose and power of harnessing both creative discontent and creative abrasion, and utilize a seemingly simple, yet powerful tool to analyze the actions they do and do not need to take to solve their challenge.

Understanding and Sharing Your Organizational Magic:

By adapting 4 key tools, the same tools used for increasing participation at Walt Disney World, participants will strengthen the culture of their own organizations.

