

# MRA Leadership Development (1 of 2)

<b>Frontline Leadership</b>	Introduces motivation, interpersonal communication, employee training, and dealing with conflict and difficult people.	<ul style="list-style-type: none"> <li>• Building relationships</li> <li>• Motivating others</li> <li>• Communication</li> <li>• Training others</li> <li>• Conflict Management</li> </ul>				
<b>Leadership for Leads</b>	Introduces the foundation of basic supervisory skills to include improving communication, interaction, and innovation skills.	<ul style="list-style-type: none"> <li>• Improve Communication</li> <li>• Interaction</li> <li>• Problem Solving</li> <li>• Conflict Resolution</li> </ul>				
<b>Leading Effective Teams</b>	Designed to help develop leadership, communication, influence, and decision-making skills in a team environment.	<ul style="list-style-type: none"> <li>• Collaboration &amp; Team Building</li> <li>• Communication</li> <li>• Facilitating Effective Meetings</li> <li>• Conflict Management</li> <li>• Project Management</li> </ul>				
<b>Principles of Leadership Excellence (PLX) Certificate Series</b>	Comprehensive leadership training for supervisors and managers emphasizing the skills, behaviors, and knowledge for effective, successful leadership.	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Managing Relationships</li> <li>• Motivating Others</li> <li>• Performance Management</li> <li>• Adaptability &amp; Agility</li> <li>• Influencing</li> </ul>				
<b>Supervision Fundamentals</b>	Quick-hitting leadership essentials in just three days for new, less experienced or newly promoted leaders.	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Motivation</li> <li>• Problem Solving</li> <li>• Conflict Resolution</li> <li>• Performance Management</li> </ul>				
<b>Supervision Fundamentals II</b>	Builds on Supervision I focusing practical skills for improving work and/or life situations, communication techniques and applying a process for improving situations.	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Change Management</li> <li>• Innovation</li> <li>• Continuous Improvement</li> </ul>				
		<b>Front Line Leader</b>	<b>Team Leader</b>	<b>Shift Supervisor</b>	<b>Manager</b>	<b>Senior Manager</b>
		<b>Junior</b>			<b>Mid-Level</b>	



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# MRA Leadership Development (2 of 2)

<b>Coaching Certificate</b>	Develops advanced coaching skills required to train managers to be coaches, to coach senior leaders, and to create a coaching culture that supports business strategies	<ul style="list-style-type: none"> <li>• Change management</li> <li>• Coaching</li> <li>• Developing direct reports</li> <li>• Influencing</li> <li>• Organizational systems</li> </ul>
<b>Coaching for Development: An Integrated Approach for Managers</b>	Learn powerful techniques which combine coaching with daily work activities and achieve immediate work goals while developing competencies.	<ul style="list-style-type: none"> <li>• Coaching</li> <li>• Developing Direct Reports</li> </ul>
<b>Emotionally Intelligent Leader</b>	Learn the critical skills necessary to effectively understand and use emotion constructively in the workplace.	<ul style="list-style-type: none"> <li>• Leadership presence</li> <li>• Self-development</li> <li>• Vision</li> </ul>
<b>Management Drivers of Engagement</b>	Learn the behaviors of engaged employees and the leadership behaviors necessary to create an engaged workforce.	<ul style="list-style-type: none"> <li style="width: 50%;">• Adaptability</li> <li style="width: 50%;">• Motivating Others</li> <li style="width: 50%;">• Developing direct reports</li> <li style="width: 50%;">• Team building</li> <li style="width: 50%;">• Managerial flexibility</li> <li style="width: 50%;">• Trust and respect</li> </ul>
<b>Leverage Value of Creativity and Innovation</b>	Advanced Communication program that explores ways to enhance your communication by learning how to access your creative mind.	<ul style="list-style-type: none"> <li>• Informing</li> <li>• Innovation</li> <li>• Problem Solving</li> <li>• Self-knowledge</li> </ul>
<b>Strategic Planning Workshop</b>	Builds on Supervision I focusing practical skills for improving work and/or life situations, communication techniques and applying a process for improving situations.	<ul style="list-style-type: none"> <li>• Decision-making skills</li> <li>• Planning</li> <li>• Strategic skills</li> </ul>
<b>Succession Management: Create Your Talent Pipeline</b>	Learn how to develop company-wide, departmental, and individual competencies, identify candidates for key positions, and establish development plans	<ul style="list-style-type: none"> <li>• Business knowledge</li> <li>• Business systems</li> <li>• Developing direct reports</li> <li>• Strategic skills</li> </ul>
<b>Other Development Offerings and Opportunities</b>		<ul style="list-style-type: none"> <li>• Roundtables: CEO, CFO, Executive HR, Marketing Director, Senior Financial, Senior HR</li> <li>• Coaching: High Potential Employees and Executives</li> <li>• Workshops: Strategic Planning , Executive Team Building</li> <li>• Business Insights: A semi-annual learning event on relative business topics</li> </ul>
		<b>Director</b>
		<b>Mid-Level</b>
		<b>Vice President</b>
		<b>Senior</b>
		<b>C Level</b>



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