

# Leadership Skills You Need Now

## Building Resilience: Finding Your Strengths and the Capacity to Thrive

Can individuals learn to be more resilient, or are some people just born with the ability to bounce back from adversity? How can you use challenges and obstacles to build momentum and greater success in the workplace for you and your team? This timely and practical session will explore characteristics of resiliency and personal growth that fuel healthy development and greater success.

**Who Should Attend:** All employees

### Learning Objectives:

- Define resilience and explore uses and benefits.
- Learn 7 crucial elements necessary for resilience.
- Apply 10 practical tips to help build resilience.

## Building Team Resilience

As a leader, your ability to persevere and bounce back amid chaos, stress, and challenging situations impacts your ability to help your team do the same. Fortunately, resiliency is a skill that can be learned and enhanced. In this session, you'll assess your own level of resiliency, and practice skills to build this essential skill in yourself and your team. **Who Should Attend:** Leaders

### Learning Objectives:

- Assess your resiliency to identify your strengths, set development goals, and prepare to lead your team through change.
- Build your team's resiliency by defining your purpose and understanding how your work contributes to the organization.
- Implement action steps to help your people focus on their individual strengths and enhance their resilience.

## Emotional Intelligence: Evolve as a Leader

Can leaders show or exhibit emotions and still be an effective? This session will focus on the four characteristics of emotional intelligence to help you evolve as a leader.

**Who Should Attend:** All employees and their leaders

### Learning Objectives:

- Four factors of emotional intelligence.
- Ways to identify your hot buttons.
- Four elements of emotional intelligence.



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## Creating a Culture of Positivity Within Your Team

We know that the mind is a powerful tool and it can help us overcome tremendous odds in times of turmoil and stress. In this session, leaders will take away three tools to keep their teams positive and productive. **Who Should Attend:** Leaders and other employees

### Learning Objectives:

- Harness awareness to create a positive outlook in work and life.
- Train your brain for positive self-talk.
- Obtain five ways to spread positivity throughout the organization.

## Managing Stress: Helping Others Cope and Stay on Course

Employees look to their leaders to model focus and grace when handling their own stress. This session will explore three key ideas leaders can use with their teams to manage stress and the fear of the unknown. **Who Should Attend:** All employees

### Learning Objectives:

- Calm your team's fear of the unknown by focusing on what's in their control.
- Implement strategies for dealing with the physical and mental effects of stress.
- Develop a support system for you and your employees.

## Today Is Different Than Yesterday—Leading Your Team Through Change

In times of rapid change, how do you lead your team through? Change management processes are necessary and will help you be successful. Yet, if you don't pay attention to the human side—the emotional side of experiencing the change—people will struggle and productivity will suffer. This session explores how you can lead people through the three stages of adapting to change.

**Who Should Attend:** All employees experiencing change, and their leaders

### Learning Objectives:

- Address how things used to be—helping your team through the *Ending* phase of change.
- Help your team through the bumpy *Neutral* phase of change where they've let go of the old but have not quite embraced the new.
- Keep things moving forward as people embrace the *New Beginning* phase of change.

## Managing in Uncertainty: What to Do When You Don't Know

Even the most proactive and strategic-thinking people get caught off-guard by unforeseen change. How you manage uncertainty can significantly affect whether a sudden change becomes an opportunity or a crisis. After this session, you will be armed with the communication tools to help successfully guide yourself, your team, and your organization through major unexpected disruptions.

**Who Should Attend:** Leaders

### Learning Objectives:

- Five examples of management behaviors that cause change to go in a poor and damaging direction.
- Seven examples of management behaviors that cause change to go in a positive and successful direction.
- Ten ideas to help you “bridge-the-gap” and achieve successful outcomes within current and future moments of uncertainty.



## Crisis Management: Leading From the Front

Our teams and organizations need leaders more than ever during a crisis. The decisions you make—and don't make—during a crisis have a lasting impact on your team, and your career. In this session, you will learn a manager's top priorities in a crisis. **Who Should Attend:** Leaders

### Learning Objectives:

- Understand human reactions and how to lead people through the stages of crisis.
- Learn strategies to build and strengthen relationships with your direct reports through crisis.
- Review how to communicate through a crisis to provide stability, focus, and productivity.

## Unleash the Power of Teams—Increasing Effective Decision Making

Effective leaders need to learn when to let go—of their authority. By communicating your expectations on decision making, you can increase your team's independence, encourage initiative, and develop key skills. Join us to learn how to unleash the power of teams! **Who Should Attend:** Leaders

### Learning Objectives:

- Recognize three characteristics that make teamwork a successful approach for creating innovative work.
- Identify the four components of MRA's Team Effectiveness Model and use it proactively.
- Discover MRA's Seven Levels of Authority and apply them appropriately to maximize team contributions.

## Problem Solving Through Creative Solutions

When a problem is big and complex, leaders need to break it down and keep solutions, and their teams, moving. In this program, you'll develop this critical competency to recognize and solve problems by finding the root cause, then eliminating it through creative solutions. **Who Should Attend:** All employees

### Learning Objectives:

- Define the "right" problem.
- Identify possible root causes.
- Use the team to generate creative solutions.

## Leading Effective Meetings: Virtual, In-Person, or Hybrid

How can we run meetings that inform, inspire, and initiate appropriate action? How can we keep virtual and physically distanced teams engaged and productive? In this session, we will explore the best practices to help take meetings from feeble and frivolous to functional and fruitful, no matter if you're face-to-face in-person or your face time is virtual. **Who Should Attend:** All employees who lead meetings

### Learning Objectives:

- Determine when to have and when not to have a meeting.
- Plan outcome-based agendas and consider who should and who should not attend the meeting.
- Discover six strategies for the most effective meetings, whether virtual, in-person, or hybrid.



## Everything Is Urgent! How to Sort Through It All

You are paid to get results. What gets hard in busy times is figuring out what to do first when everything is “urgent!” In this session you will learn how to identify the most important things—the things that get results—from all the other “urgent” tasks in front of you. **Who Should Attend:** All employees

### Learning Objectives:

- Apply a time management system to prioritize how you use your time.
- Align tasks with priorities, being prepared to recalibrate as conditions change.
- Decide how to address interruptions using prioritization.

## Effectively Using Email in the Workplace

As workplaces shift to remote or hybrid offices, it is critical to use tools like email both efficiently and effectively. In this session, you will quickly obtain the skills to leverage email to increase communication effectiveness while also understanding when not to use the tool. **Who Should Attend:** All employees

### Learning Objectives:

- Describe three key components that make business emails successful.
- Apply the catch, hold, and release “angler” technique to ensure your emails get read and acted upon.
- Plan when to use email and when not to use email.

## Steps to Survive and Thrive as a New Remote Leader

In today’s workplace, it’s more important than ever to understand attributes needed for successful remote employees. This session will start with critical questions for you to consider as a leader of remote employees. You will walk away with action steps to assess your team members, help you identify existing strengths you can leverage, and uncover skill gaps that may need to be developed. This session will also share tips to help you successfully transition to virtual relationships. You will learn startup actions, success strategies, and common traps. **Who Should Attend:** Leaders of remote employees

### Learning Objectives:

- Identify individual and team attributes for successful virtual relationships.
- Learn steps to assess your team to identify strengths and potential skill gaps.
- Review startup actions, success strategies, and common traps.

## Painful or Productive: How to Prepare a Home Office That Works

Leaders of remote employees need to understand how to set them up for success. This session will begin with strategies to guide your employees in setting up their physical and digital space to be a productive home office. You will also learn ways to help your remote employees focus and function, avoid isolation, and work through obstacles that may arise. **Who Should Attend:** All remote employees, and their leaders

### Learning Objectives:

- Learn how to guide remote employees to set up their work area for maximum productivity.
- Review ways to support successful work habits and avoid isolation and obstacles.