



**When people work in harmony,
great things happen.™**

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2016 Program Portfolio

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About Right Chord Leadership

Right Chord Leadership was created for one reason—to strengthen the critical skills leaders at all levels need for great performance. Our work is focused on helping our clients increase trust, improve customer service, boost employee engagement, and enjoy greater profitability. By drawing lessons from the worlds of music and business, examining the best practices of world-class organizations, and encouraging candid self-reflection and dialogue, we inspire positive changes in thought and action.

Ours is an unconventional approach to leadership development—and it's not for everyone. But for organizations looking for a refreshing alternative to routine training, it's incredibly effective.

Meet Michael Brenner, Ed.D.

As president of Right Chord Leadership, Michael helps leaders, teams, and organizations find their groove, get in sync, and work in harmony. He achieves this by drawing on his experience as an international leadership consultant, executive coach, speaker, author, and educator for more than 15 years and as a professional jazz musician for over 25 years. Michael's unconventional programs, coaching sessions, and consulting services help clients increase revenue, boost employee engagement, obtain promotions, lower turnover, and reduce operating costs.

Michael has partnered with leading companies in a variety of industries, including QVC, SAP, the University of Pennsylvania Health System, Hahnemann University Hospital, Drexel College of Medicine, the City of Philadelphia, Children's Hospital of Philadelphia, Chester County Hospital, Boeing, ARAMARK, Goddard Systems, Inc., Godiva, the Federal Reserve Bank of Philadelphia, and Sri Lankan biscuit manufacturer Maliban. He has taught organizational behavior, interpersonal communications, negotiations, and systems dynamics at Temple University, Immaculata University, and La Salle University.

About Our Programs

All programs are designed for maximum flexibility. They can be delivered in one of three ways:

Live in-classroom

The most popular designs are half-day (3 hour) and full day (7 hour w/lunch). If your time is limited, we can also conduct 60- or 90-minute “jam sessions” on any topic. These sessions allow for maximum learning in minimal time (many clients run these shorter sessions during lunch). Of course, we’d be happy to customize any existing program to fit your allotted time frame.

Virtual

Programs can be delivered virtually using your company’s platform. This may be a good option if you have many geographically dispersed participants.

Blended

Programs can be delivered as a blend of live and virtual.

Programs are customized to your organization’s specific needs and challenges, including client-specific case studies, skills practice sessions, and simulations/scenarios.

Many of our clients combine programs to create a comprehensive leadership course that runs over multiple weeks. This may be a good option if you have identified several areas for staff development.

For more information, please contact Dr. Michael Brenner at 610-724-3621 or email michael@rightchordleadership.com.

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High Impact Communication: How to Talk, Listen, and Write More Effectively at Work

Overview

It could be argued that more conflicts arise in workplaces as a result of poor communication than any other single factor. Of course, no one is born knowing how to speak and write effectively at work – it takes knowledge and practice. Strong communication skills affect every aspect of our work lives, from our relationships to our ability to lead. No training program designed for today's employee would be complete without covering principles of successful communication.

Content

In this workshop, participants will learn what makes language and communication so tricky and where pitfalls most often occur. They will also learn techniques for making written and spoken communication, including email, more precise. Content includes:

- Why is communication so tricky?
- Habit #5 – developing active listening skills
- Interpreting non-verbal cues (body language)
- How to give effective feedback
- Writing effective emails
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Avoid communication pitfalls that can compromise message sending and receiving
- Speak more articulately and confidently
- Identify body language cues and adjust behavior accordingly
- Write more effective emails
- Give more effective feedback to others

How to Lead a Multigenerational Workforce

Overview

The Greatest Generation. Baby Boomers. Gen X. Millennials. Generation Z. Today, there can be as many as five generations working side-by-side in the workplace. The good news is the variety of perspectives and experiences these individuals contribute. The bad news is that these same perspectives and experiences can easily lead to conflict, misunderstandings, and frustration. Understanding the characteristics, traits, values, goals and preferences of these generations, i.e. generational differences, can mean the difference between a high-performing culture and a dysfunctional one.

Content

In this workshop, participants will learn the general characteristics of each generation and how to foster collaboration and cooperation. Content includes:

- General traits and characteristics of each generation
- Areas where different generations frequently clash
- Major motivators of each generation
- How to build on the strengths inherent in each generation
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Understand differences in work habits and perspectives among workers of various ages
- Calibrate their work and/or management style to achieve optimal results with others
- Improve communication and teamwork
- Successfully address obstacles that can derail a multigenerational team
- Discover and leverage commonalities among the generations

Present with Confidence: Essential Skills for Delivering Exceptional Presentations

Overview

Presenting in front of a live audience is a common fear. Some of us get a little nervous while others may experience a full-blown panic attack. The problem is that the ability to present with confidence is a critical leadership competency—and poor presentation skills can derail your career. Fortunately, you don't have to be born a great presenter. By following a tried-and-true method for constructing presentations and delivering them with poise, you can improve quicker than you may have thought possible. This program will show you how.

Content

From thinking about your audience's needs to developing great visuals, creating exceptional presentations is a matter of forethought, discipline, and execution. In this workshop, participants will learn that nobody is born a great presenter—they learn the basics, practice repeatedly, and solicit feedback to improve. Content includes:

- You've been asked to present---now what??
- Questions you need to ask before writing a single word
- Presentation basics: posture, eye contact, and movement
- Constructing your presentation from A to Z
- How to deliver with power and confidence
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Deliver presentations with confidence and poise
- Create an opening that grabs attention
- Develop a middle section that's organized and flows seamlessly
- Create a memorable closing
- Handle even difficult questions with ease
- Create great slides that complement, not overwhelm speaking points

Running Effective Meetings

Overview

Meetings are an inescapable part of corporate life. Millions of them take place every year. Yet it doesn't seem like we're doing what it takes to ensure our precious meeting time is well-spent. Some meetings drag on with no obvious point. Others are chaotic and unorganized, while still others could have been skipped altogether. With our hectic schedules, we simply can't afford to tolerate boring, unproductive meetings any longer. The good news is truly productive and worthwhile meetings are possible. We just need to follow a few simple processes and protocols.

Content

In this workshop, participants will learn that effective meetings don't start in the meeting room. They start in the planning phase. When meeting planners take the time to think through the purpose and flow of the meeting, the results are typically outstanding. Content includes:

- Identifying the purpose and goals of the meeting
- Establishing rapport and staying focused
- Dealing with conflict and resistance
- Concluding the meeting and effective follow up
- Tools and techniques for effortless meetings
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Establish and follow a set of meeting norms
- Encourage participants to help make meetings more effective
- Use an agenda to keep meetings focused and on track
- Determine who absolutely needs to attend
- Create icebreakers that get participants engaged from the start
- Skills practice
- Journaling

Time is of the Essence: Essential Time Management Skills

Overview

There's an old joke that goes: "I am definitely going to take a course on time management...just as soon as I can work it into my schedule." These days, it seems all of us are doing more with less. Less help. Less energy. And of course, less time. But the fact is we've always had the same amount of time in which to accomplish things – 24 hours in a day. So what exactly has changed? The answer is the amount of work we're now expected to do in the same time period. We may be doing the work of two or even three people. We have electronic devices that keep us tethered to our work day and night. Demands pour in from both domestic and overseas partners, vendors, and customers. And our families and friends still want time with us. There is little doubt that chaos can easily overwhelm us...if we let it!

Content

Based on the latest time management research, this enjoyable and highly interactive workshop gives participants the tools, tips and techniques they need to manage time more effectively.

Content includes:

- 10 common time management beliefs that can hold you back
- Tools and techniques for optimizing your time
- Dealing with "time vampires"
- The art of delegation (manager version only)
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Overcome misguided beliefs about time that can impair productivity
- Use simple tools to better organize, prioritize, and manage work
- Deal skillfully with others who take up their time unnecessarily
- Delegate tasks to free up additional time

Becoming an Influential Leader: Enhancing Your Power to Persuade

Overview

Any leader can get things done by imposing his or her authority. But over the long-term, such tactics are likely to degrade trust and compromise engagement. Exerting influence is a better route to achieving results. Influential leaders employ empathy, keep their word, exhibit vulnerability, possess credibility, listen actively and apply sound reasoning. They have the ability to produce desired behaviors in others without force, instigation or direct exercise of command. Strengthening one's ability to influence others at work is a critical developmental goal for any leader.

Content

In this workshop, participants will learn what it means to be an influential leader and what effect it can have on a team. They will learn and practice the key skills that increase our ability to influence others. Content includes:

- What does it mean to be influential?
- 15 sacred rules of influence
- Creating a compelling case: rational versus emotional approach
- Preparing your case
- How to marshal support for your case
- Presenting your case with confidence
- Influence power words and phrases
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Strengthen their ability to influence others positively
- Create compelling cases for taking a particular path of action
- Present a case for action with confidence
- Build trust and loyalty with colleagues and team members

Breakthrough Thinking: Improving Problem Solving and Decision Making Skills

Overview

Einstein once said, “If I had an hour to solve a problem, I'd spend 55 minutes thinking about the problem and 5 minutes thinking about solutions.” The way we frame problems—that is, the way we initially *think* about them—can either facilitate a solution or keep us from seeing one (or several). The same goes for decisions. How we think about the options available to us and their respective pros and cons can make the difference between a good outcome and a poor one.

Content

Critical thinking—the objective analysis and evaluation of an issue or problem in order to form a judgment—is a necessary skill for solving problems and making decisions in today’s complex business environment. Through unconventional team exercises and examples, this program will teach participants how to think critically and utilize sound problem-solving and decision-making processes to increase the chances for a successful result. Content includes:

- What is critical thinking?
- Principles of brainstorming: why it works
- Becoming an Idea Catalyst
- Introduction to design thinking
- The art of collaborative decision making
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Look at problems through different lenses
- Generate high-quality ideas
- Apply design thinking methods to surface new solutions
- Involve others in decision making with minimal conflict

Conflict Resolution Part One: Introduction to Conflict Management

Overview

Although it seems counterintuitive, not all conflict is bad. When managed effectively, conflict can be the source of new ideas, better solutions and stronger relationships. Usually, it isn't the conflict itself that trips us up but the way in which the conflict is handled. Most of us believe that conflict only leads to negative outcomes and often we lack the skills to mitigate conflict successfully. Our approach to managing conflict can make all the difference. As philosopher William James wrote, "Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude."

Content

In this workshop, participants will learn why conflict is often so destructive and how to change their attitude toward conflict to facilitate successful outcomes. Content includes:

- Assumptions we make about conflict
- Reframing conflict as positive
- 5 modes of conflict management
- Defusing emotional situations
- Conflict management self-assessment
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Reframe conflict as a source of possibility
- Select the most effective response to a conflict based on the circumstances
- Defuse emotional situations with confidence
- Recognize strengths and opportunities for improvement regarding conflict management

Conflict Resolution Part Two: Holding Tough Conversations

Overview

The second part of the Conflict Resolution workshop picks up where Part One left off. With the groundwork laid in Part One, Part Two takes a deeper dive into specific skills that increase the chance for a positive outcome. One of these skills is handling difficult conversations. Another is anticipating and preventing workplace violence. Both skills are essential for creating a workplace where conflicts can be safely addressed and resolved.

Content

In this workshop, participants will learn techniques for dealing with difficult conversations and for identifying and preventing workplace violence. Content includes:

- Questioning our motives and intent
- How to make conflict safe
- Mastering the stories we tell about others
- Empathic listening skills
- Preventing workplace violence – skills and resources
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Ensure their motives for engaging in conflict are constructive
- Bring tough conversations into the “safe” zone
- Separate innuendo from fact
- Ask questions that promote dialogue
- Identify drivers of workplace violence and address them

Customers for Life: How the Best Companies Build Customer-Obsessed Cultures

Overview

Tony Hsieh, CEO of the online shoe and clothing shop Zappos, once said: “We asked ourselves what we wanted this company to stand for. We didn't want to just sell shoes. I wasn't even into shoes—but I was passionate about customer service.” In 2009, Amazon announced the acquisition of Zappos.com in a deal valued at approximately \$1.2 billion.

In a customer-obsessed culture, customers are loyal fans of your brand. They share their experiences with friends and family, and feel a close bond with your products and services. In today's super-competitive business environment, a customer-obsessed culture where employees are passionate about customer service can be a key strategic advantage.

Content

In this workshop, participants will learn strategies for satisfying and keeping customers from some of the world's most beloved companies. Content includes:

- Turning customers into loyal fans
- Is the customer always right?
- Developing employees who love customer service
- Best practices from the world's most beloved companies
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Learn what constitutes great customer service
- Use empathy to understand the customer's perspective
- Discover small but powerful ways of going “above and beyond”
- Adopt best practices to their own environment
- Turn customer service into a key strategic advantage

Emotional Intelligence: Redefining the “Smart” Employee

Overview

Emotional intelligence (EQ) refers to the ability to perceive, control and evaluate emotion. Some researchers suggest that emotional intelligence can be learned and strengthened, while others claim it is an inborn characteristic. According to researchers Peter Salovey and John D. Mayer, EQ “involves the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions.” EQ pioneer Daniel Goleman – and many other social scientists – consider EQ to be *more* important than technical competence for success on the job.

Content

In this workshop, participants will be introduced to the concept of emotional intelligence and learn how it can be leveraged to improve their leadership and conflict management skills.

Content includes:

- What is EQ and why does it matter?
- 4-Quadrant EQ competency model (with emphasis on the Self-focused and Other-focused behaviors that comprise the model)
- EQ Self-Assessment
- How to strengthen EQ through disciplined practice
- Peer feedback
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Improve their self-awareness and identify vulnerabilities
- Identify ways to stay calm and poised under stress
- Remain motivated to overcome obstacles and setbacks
- Exhibit greater empathy for others
- Build stronger relationships and more collaborative teams

How to Build a Great Relationship with Your Boss

Overview

The concept of managing one's boss is relatively new. Decades ago, employees did what their bosses told them and there was little talk of "managing up." Today, however, times are different. As Amy Gallo writes in her Harvard Business Review article titled *How to Give Your Boss Feedback*, "Your input can help your boss see herself as others see her and help her to make critical adjustments in her behavior and approach. However, giving this type of feedback requires careful thought." While it is imperative for employees to develop good working relationships with their bosses, doing so without falling victim to common pitfalls is key.

Content

In this workshop, participants will learn how to manage up more effectively. Given that no boss is perfect, this can be challenging. However, it is in every employee's best interest to try to make the relationship work. Content includes:

- Disagreeing without being disagreeable
- Building a trusting relationship with your boss
- When to give—and not give—feedback to your boss
- How to frame your feedback
- What to do if your boss bites back
- How to create value for your boss
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Provide feedback to their boss in a non-threatening way
- Respond appropriately to criticism from their boss
- Identify ways of adding value to their work
- Provide alternative perspectives tactfully and diplomatically

In the Zone: Igniting Superior Performance through Engagement

Overview

How engaged your employees are—that is, how emotionally invested they are in their jobs—can make the difference between a healthy culture and a dysfunctional one. Research demonstrates that when certain factors are present in the culture, employees tend to be more productive, creative, and collaborative. When these factors are absent, however, performance sinks under poor morale and a lack of trust. When building an engaged workplace, it's important to remember that little things matter. Each employee must commit to creating the kind of work environment he or she wants. When managers and employees are fully engaged, i.e. in the zone, performance elevates and the organization thrives.

Content

In this workshop, participants will learn which factors have the greatest effect on driving engagement. The workshop draws from several bodies of research to present a complete picture of a healthy workplace. Content includes:

- What is engagement and why does it matter?
- Exploring the Progress Principle – why making progress drives engagement
- Catalysts and Nourishers
- Autonomy, mastery, purpose – the 3 pillars of engagement
- The RESPECT model
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Define engagement and its value to an organization
- Identify and leverage the key factors that drive employee engagement
- Improve the morale and performance of their team members
- Increase staff retention

Navigating Change: How to Chart Your Course without Capsizing

Overview

The times in which we live have been called many things – turbulent, chaotic, unpredictable, tumultuous, etc. No matter what adjective is used, however, one thing is clear: the pace of change today is dizzying. Globalization, new technology, changing customer tastes, and roller coaster markets all contribute to our sense that things are moving too fast to keep up. At work, most of us are expected to change without the proper knowledge for doing so effectively. Effective change management begins by accepting that change is inevitable and then by utilizing tools that can help ease our transition.

Content

In this workshop, participants will learn why change is so difficult for most people and how to address change effectively. Content includes:

- Defining organizational change
- Why so many change efforts fail
- Change states – acquiring change agility
- The ADKAR change model
- Changing our attitudes about change
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Define organizational change
- Explain why change efforts have such a poor record of success
- Understand the ADKAR change model and develop action steps for each phase
- Reframe what change means and how to leverage change for positive outcomes
- Recognize their own aversion to change and learn how to overcome it

Stoking the Fire Within: How the Best Coaches Inspire Peak Performance

Overview

What does it mean to be a great coach in an organization? What do great coaches do? How do great coaches operate? We hear the term all the time, yet the principles of good coaching may be less familiar. There is, of course, no “owner’s manual” for coaching. But all great coaches share at least one thing in common: a desire to help those around them succeed. Building from this foundation, the principles of effective coaching can be learned, practiced, and mastered. When this occurs, employees continually grow and develop, work teams thrive, and the organizational culture flourishes.

Content

In this workshop, participants will be introduced to the concept of coaching, what it entails, and how coaching benefits the organization. Content includes:

- What is coaching and why does it matter?
- Coaching versus mentoring—what’s the difference?
- Coaching Self-Assessment
- What do coaches do: how to bring out the best in others
- Providing positive and constructive feedback
- Peer feedback
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Serve as a trusted sounding board, strategic partner, and feedback provider
- Provide constructive feedback in a supportive, non-threatening way
- Assist in the development of action plans for those being coached
- Hold effective coaching conversations
- Calibrate their coaching style to match different situations

Using the DiSC® Assessment to Create Greater Understanding and Cooperation

Overview

DiSC® is a personal style assessment tool used by millions to improve productivity, teamwork and communication at work. Its primary strength lies in its ability to help team members discuss their behavioral differences openly and without judgment. The DiSC model provides a common language that people can use to better understand themselves and adapt their behaviors successfully with others.

Content

In this workshop, participants will review the results of their DiSC assessments and gain a better understanding of their strengths and vulnerabilities. Content includes:

- Understanding the DiSC Assessment
- What's your primary style – D? I? S? C?
- Identifying your strengths and vulnerabilities
- Working more effectively with others
- Digging deeper – how to “close the gaps”
- Peer feedback
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Increase self-knowledge regarding response to conflict, motivators, stressors, and problem solving approach
- Facilitate better teamwork and minimize team conflict
- Manage more effectively by understanding the dispositions and priorities of employees and team members
- Become more well-rounded and effective leaders

Nobody Wins the Blame Game: Building an Accountable Workplace

Overview

Business author and consultant Tom Peters once claimed that the most exercised part of the human body in corporate America is the index finger. This shouldn't be surprising given the amount of blaming, accusing and finger-pointing that occurs in workplaces every day. Why aren't employees more accountable, i.e. willing to answer for the outcomes of their choices, actions, and behaviors? The answer is simple: they fear punishment when things go wrong. But research shows organizations that encourage learning from mistakes and discourage finger-pointing tend to be more successful. When constant threat of rebuke is eliminated, employees can focus on doing great work rather than worrying about being chastised.

Content

In this workshop, participants will learn what being accountable means and how being accountable benefits themselves, their teams, and their organizations. Content includes:

- What is accountability and why does it matter?
- Why aren't we more accountable at work?
- How accountability promotes trust and integrity
- Accountability and ethics: how they're connected
- Developing personal accountability – it starts with you
- Creating an accountable culture
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Explain the importance of sustaining an accountable culture
- Create greater team synergy while reducing the "blame game"
- Measure success and progress more effectively
- Eliminate excuses and take deliberate action toward achieving goals

Resonance: How Great Teams Find Their Groove, Get in Sync and Work in Harmony

Overview

What exactly *is* teamwork? We often hear it talked about in the form of aphorisms. “Team: Together Everyone Achieves More.” “None of us is as smart as all of us.” “There’s no ‘I’ in ‘team.’” While clever, these sayings shed little light on the phenomenon of teamwork. This is largely because teamwork is actually the sum total of *many* things: abilities, personalities, experiences, attitudes, and relationships. High-performing teams leverage these disparate elements in a way that improves the functioning of the entire unit.

Content

In this workshop, participants will learn what it takes to develop and sustain a high-performance team. Content includes:

- Characteristics of high-performing teams
- Defining “resonance”
- Getting a “GRIP” on teamwork: the GRIP survey of Team Effectiveness
- Stages of group development
- Respect, respect, respect
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Identify the characteristics of great teams
- Increase their team’s “resonance”
- Define areas of strength and opportunity for their team
- Leverage stylistic differences among team members
- Improve collaboration and cooperation

Secrets to Masterful Negotiation

Overview

Many of us have been conditioned to believe that negotiations are, by their very nature, fraught with deception. We imagine back-room dealings among unsavory individuals, each trying to trick the others for his or her own personal gain. While such scenes may make for good television, effective negotiation in the real world bears little resemblance. That's not to say that negotiating is easy. Reaching mutually satisfying outcomes when opinions differ requires tact, diplomacy, and hard work. But it can be done with the right knowledge and tools.

Content

Whether we're dealing with a boss, colleague, direct report, customer, or vendor, nearly everything we do is some form of negotiation. In this workshop, participants will learn proven strategies and tactics for negotiating effectively. Content includes:

- Characteristics of successful and unsuccessful negotiations
- Disagreeing without being disagreeable
- Preparation: Your #1 ally
- Building "buffers" – establishing a comfort zone between what you want and what you'll accept
- Knowing your BATNA - what will you do if the negotiation fails?
- Applying EQ to strengthen negotiation skills
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Recognize the qualities of a successful negotiation
- Prepare effectively for negotiations
- Increase their confidence by determining their BATNA
- Identify mutual objectives and work toward achieving them

Systems Thinking: Looking at Organizations Holistically

Overview

Systems Thinking serves as an orientation for leaders who assess, plan and intervene in human systems. The program, which focuses on understanding, recognizing, and applying complex-adaptive systems (such as organizations) and linear and nonlinear perspectives promotes critical and strategic thinking. The program provides alternative frameworks for leading in fast-paced, unpredictable environments comprised of interdependent parts that must function together to achieve desired outcomes.

Content

Systems thinking provides a useful “lens” through which to view organizational behavior and leadership. In this workshop, participants will become familiar with systems language, metaphors, and concepts that can lead to novel solutions to challenging problems. Content includes:

- What is a system?
- Closed and open systems
- CAS (Complex adaptive systems) versus CAC (command-and-control systems)
- Organizations as Organisms in Flux
- Fractals, emergence, and the edge of chaos
- Chaos and complexity
- Implications for leaders
- Skills practice
- Journaling

Learning Objectives

As a result of taking this workshop, participants will be able to:

- Understand the language of systems thinking
- Apply concepts from systems thinking to their own work
- Discover new solutions to persistent challenges
- Recognize the interdependent nature of their team
- Identify counterproductive patterns and habits

Click [here](#) to get your free copy of Dr. Brenner’s white paper titled “What Can Leaders Learn From Musicians?”

At first glance, it may be difficult to discern what outstanding musicians and outstanding organizational leaders have in common. A more thoughtful examination, however, reveals a number of similarities between the two:

- ☑ Both recognize and tap into the talent and experience of their respective colleagues.
- ☑ Both engage in what I call “intentional listening”—listening purposefully and thoughtfully—rather than making assumptions or jumping to conclusions.
- ☑ Both focus on asking the right questions and coaxing meaningful answers rather than dictating pre-formed solutions.
- ☑ Both balance action and reflection, recognizing that neither is sufficient alone to solve problems.
- ☑ Both share a key objective: to inspire their audiences.

The last point is perhaps the most important. We can all agree that the ability to inspire others is one of the most crucial competencies of the successful musician. What may get lost amid dozens of daily duties and responsibilities, however, is that *inspiring others to great performance is also one of the most crucial competencies of today’s leaders.*

My work as an international leadership consultant, executive coach, educator, author, and speaker (who also happens to be a professional jazz musician) centers on helping leaders recognize this truth. The five lessons for inspired leadership included in the article are a synthesis of more than 15 years of experience helping clients improve performance, collaboration, and engagement, as well as 30 years of playing music professionally. I hope you find these lessons thought-provoking and welcome your comments and feedback.

