

## ▶ Leadership Development

An introduction to Change Leadership and Facilitation/Presentation skills.



As leaders in any organization can attest, if your people aren't with you – they're against you. That's why it's critical for managers from all levels to understand and practice effective change leadership. It's also important for these same leaders to be able to establish trust and communicate clearly in front of people. BMGI's Leadership Development course provides leaders with the skills to better manage organizational change, successfully communicate with stakeholders and facilitate effective team meetings.

### Course Description

The goal of this 4-day course is to provide participants with the skills to competently manage and lead change, as well as to improve their presentation and facilitation abilities. Students will learn the tools required to accelerate change, how to create and communicate a vision and a burning platform for change, how to overcome resistance and what is needed to sustain change.

During the second part of the course, participants will learn the keys to planning and delivering dynamic presentations, how to improve their body language and how to facilitate focused but interactive meetings and training sessions. To help instill these skills, participants present two times, including a five-minute impromptu presentation that establishes a baseline style, and a 15-minute planned presentation that provides an opportunity for students to practice what they learn in class.

### Course Highlights

BMGI's Leadership Development course offers participants the chance to become better leaders in less than a week. In addition, the course offers:

- ❑ A safe and supportive environment for practicing facilitation skills, where students receive detailed and structured feedback on style, method and content.
- ❑ An interactive learning environment that combines lecture with role play, group activities, and individual reflection to improve comprehension and retention.
- ❑ The option for students to take home a video or DVD recording of their presentations (dependent on class size, requires technical support).

### Course Specifics

**Who Should Attend:** Any individual or group who wants to hone their leadership skills including Deployment Leaders, Champions, Black Belts, Green Belts and project managers. This course does not qualify as an MBB elective.

**Course Length:** Four (4) consecutive days (30 hours of instruction). Pre-course reading required.

**CEUs:** BMGI is authorized by IACET to offer 3.0 CEUs for this program.

"After this course, I am much more cognizant of how the way I think and learn differs from others. This understanding will improve all my communications."

- Steve Day  
PEX Leader  
Avis Budget Group

## KEY LEARNING OUTCOMES

Participants will learn how to:

- ❑ Appeal to multiple behavioral to build stronger connections with audience members.
- ❑ Understand the importance of a change vision and a burning platform for gaining buy-in.
- ❑ Recognize levels of resistance and apply strategies to overcome resistance.
- ❑ Plan effective communications that facilitate change.
- ❑ Understand the keys to sustaining change.
- ❑ Appeal to multiple learning styles to improve interaction with audience members.
- ❑ Improve body language to project a message with clarity and confidence.
- ❑ Develop a clear presentation structure that flows from introduction to conclusion.
- ❑ Master techniques for effective questioning.
- ❑ Diffuse difficult or disruptive behavior in a group.
- ❑ Present in front of an audience incorporating new learning and skills.

## ▶ Leadership Development Course Agenda

### Change Leadership Skills

- ▶ **Introduction and Expectations**
  - ❑ Vision of You as a Change Leader
  - ❑ Overview of Key Change Concepts
  - ❑ The XY Game
  - ❑ 6 System Factors
- ▶ **Change Begins with You**
  - ❑ Understanding Behavior and Marston's Models
  - ❑ Understanding the DiSC Social Styles
  - ❑ Practice Adapting to Different Styles
- ▶ **Sharing the Vision**
  - ❑ Understanding the importance of Vision
  - ❑ Describing Characteristics of a Good Vision
  - ❑ Create and Tell a Story
- ▶ **Inspiring a Burning Platform**
  - ❑ What is a Burning Platform?
  - ❑ Understanding Ethos, Pathos and Logos
  - ❑ Communicating the Burning Platform
- ▶ **Gaining Buy-in**
  - ❑ Understanding Resistance
  - ❑ Understanding the Process of Change
  - ❑ Strategies for Overcoming Resistance
  - ❑ Completing a Stakeholder Analysis
- ▶ **Dealing with Difficult Behavior**
  - ❑ Techniques for Dealing with Difficult Behavior
  - ❑ Escalating Levels of Intervention
  - ❑ Practice Interventions through Role-play
- ▶ **Leveraging Communication**
  - ❑ Barriers to Effective Communication
  - ❑ Developing a Communication Strategy
  - ❑ Introduction to Communication Planning
- ▶ **Institutionalizing Change**
  - ❑ Factors for Sustained Commitment to Change
  - ❑ Complete a Force Field Analysis

### Facilitation & Presentation Skills

- ▶ **Intro to Facilitation and Presentation Skills**
  - ❑ The 7 Smarts and Learning Styles
  - ❑ Understanding Adult Learning
- ▶ **Presentation Hot Seat**
  - ❑ Create and Deliver a 5-Minute Presentation
  - ❑ Self-Feedback & Receive Group Feedback
- ▶ **Body Language**
  - ❑ Understanding Body Language
  - ❑ Improving Body Language
- ▶ **Building Rapport**
  - ❑ Building Rapport with the Audience
- ▶ **Presentation Planning**
  - ❑ Designing a Pre-Presentation Plan
  - ❑ Developing a Clear Presentation Structure – the ABC Model
- ▶ **Facilitators and Presenters Toolkit**
  - ❑ Applying 3 Training Modes to Facilitation
  - ❑ Using Appropriate Questioning Techniques
  - ❑ Analyzing the Audience
  - ❑ Tips and Tools for Better Facilitation
- ▶ **The 15 Minute Presentation**
  - ❑ Create and Deliver a 15-minute Presentation
  - ❑ Self-Feedback and Receive Group Feedback
  - ❑ Build an Action Plan for Personal Growth

“Purposeful change is a process that does not implement itself, it must be directed by people.”

- Robert B. Blaha  
Author  
*The Archer Chronicles*



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