



Little Engine Homecare

Leadership Development Program

The LEHC Core Leadership Development Program offers six core modules that provide LEHC leaders with the tools they need to excel as team leaders. To receive a certificate in the program, participants must complete all six core modules.

LEADERSHIP ESSENTIALS

Overview

Supervisors play a key role in any organization. They are responsible for creating a link between upper management and front-line employees, and have a dramatic impact on employee performance and behavior. Supervisors are considered “agents” of their organizations, and have corresponding power and accountability. **Leadership Essentials** will help supervisors understand their roles and responsibilities and the dramatic impact they have on the organization’s bottom line.

Program Objectives

- Understand what it takes to be a leader
- Learn to recognize the legalities of leadership
- Understand how vision and leadership go hand in hand
- Identify why some people just don’t get motivated
- Write a personalized action plan to enhance your supervisory skills

DEALING WITH CONFLICT

Overview

Conflict is an inevitable result of social interaction. Conflicts occur in our lives because we interact with people with different goals, values, and backgrounds. The major goal of **Dealing With Conflict** is to assist in developing the skills and providing tools that will help individual and organization successfully deal with conflict in the workplace.

Program Objectives

- Understand the five different conflict resolution styles
- Learn how to use these different styles to help you choose how to respond to potential conflict situations
- Practice a Five-step Model for resolving conflicts
- Explore actual conflicts you may be in

SETTING PERFORMANCE EXPECTATIONS

Overview

Without clear job expectations, employees can waste effort due to a lack of priorities. By implementing clear job expectations and holding employees to those expectations, they will understand what is important and know why they are doing their work. **Setting Performance Expectations** is designed to help leaders understand and implement performance standards in an organization.

Program Objectives

- Understand the basics of setting performance expectations
- Understand the importance of discipline and conformity in building trust
- Practice utilizing the skill of implementing the standards

BUILDING TRUST IN ORGANIZATIONS

Overview

One of the challenges of any and all organizations is to create a climate of trust in which people collaborate and work together effectively. When trust is absent, relationships are characterized by an adversarial attitude: me vs. you; us vs. them. Respect is lost and our performance is compromised as our energies go into manipulation, coercion, and protection rather than working towards a shared vision. **Building Trust** helps leaders learn how ensuring trust their organization is essential in building an effective team.

Program Objectives

- Understand what is meant by trust in an organization
- Learn what builds trust
- Develop ways to overcome the barriers to trust

COMMUNICATING AS A TEAM (DISC)

Overview

Why is it that some teams work smoothly and effectively together, while others break down into dysfunctional units and achieve little? There are, of course, many reasons for this, but one primary factor is not understanding the different behavioral styles within their team. In **Communicating as a Team**, members learn their own style of behavior which leads to a better comprehension of the dynamics within their team communications.

Program Objectives

- Build trust and respect between individuals
- Understand individual behavior and its impact on personal and group productivity and morale
- Improve communication by breaking down communication barriers
- Adapt behaviors based on the individuals they are working with

PERSONAL PRODUCTIVITY (TIME MANAGEMENT)

Overview

Managing our time is essential in today's fast paced work environment. Knowing how to set priorities and develop goals around those priorities is, by far, the best way to ensure we utilize our time to the best advantage. **Personal Productivity** leads the participants through a natural progression of understanding why time management is important in both business and personal life.

Program Objectives

- Gain an understanding of the value of managing time effectively and efficiently
- Learn how Time Management supports your Personal Productivity
- Distinguish the difference in urgency and importance
- Apply the use of effective time management tools

* **One session per month**

* **Maximum 15 participants per session**

* **Modules are 3-4 hours in length**



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DIRECTOR TRAINING PROGRAM

The LEHC Director Training Program consists of 12 sessions, each building upon each other to provide those leaders who wish to continue their growth with LEHC the necessary knowledge and skills to help LEHC grow towards its strategic mission. The DTP leads potential director level leaders through the essentials of building a business from the ground up. This program coupled with the LEHC Leadership Development Program ensures the leaders of LEHC understand both their leadership roles as well as their business management roles in the organization.

The program consists of twelve sessions:

1. Building a Basic Business Model
2. Presentation of your business model
3. Financial Accounting Principles in Small Businesses
4. Presenting the financials of your business
5. Project Management
6. Implementing Measurement into your business
7. Presentation of your matrices
8. Continuous Improvement
9. LEHC Business Model
10. Improving the LEHC Business Model
11. Mergers and Acquisitions (Merging your businesses together)
12. Merging your Business Models

Overriding concepts throughout each of these sessions will be:

1. Outside environment
2. Core Processes
3. Strategy
4. Culture
5. Structure of your organization
6. Systems needed
7. Results

*** Completion of the LEHC Leadership Development Program is required**

*** One session per month**

*** Maximum 15 participants per session**

*** Modules are 3-4 hours in length**