



Training Overview

The ImpACT! Leadership program has been designed to have an immediate impact as it merges best practice theory and your work-related experience to create a broad skill set. It is practical, contemporary and focuses on both personal and professional development.

Being an effective leader requires a range of skills including self-awareness, communication, empathy, vision, delegation, critical thinking, creative problem solving, motivation techniques and instilling inspiration in others. You will learn leadership skills you can implement immediately, including:

Your Personality Style and Leadership

- LDP Profile Review
- Personal Style Markers
- Leading Dimensions
- Profile Interactions

Leading with Emotional Intelligence

- Relationship Management and Influence
- Emotional Honesty

Kouzes & Posner's Leadership Challenge Model

- An Introduction to Kouzes and Posner
- Model the way
- Inspire a Shared Vision
- Challenge the Process
- Enabling Others to Act
- The Importance of Trust
- Encouraging the Heart

Encouraging Teamwork

- The Five Dysfunctions of a Team
- How Successful Teams are Built to Last

Influencing Skills

- The Art of Persuasion
- The Principles of Influence
- Influencing by Building Rapport
- Bridging the Gap

Problem Solving and Decision Making

- Define the Terms
- Four Step Problem Solving Process
- Defining the Problem

Coaching and Mentoring

- Coaching/Mentoring
- Introducing the G.R.O.W. Model
- Benefits of Setting Goals
- Setting SMART Goals

Providing Feedback

- Four Key Areas
- Types of Feedback
- Feedback Delivery Tools
- Feedback Using the SBI model
- Seeking Feedback

Managing Performance

- Common Performance Issues
- How to Manage Underperformance
- Taking Initial Action
- Taking Formal Action
- Underperformance Meeting Plan

Association for Commuter Transportation

- Mission and Goals
- Making the Most of Your Membership
- Leadership Opportunities for Professional Growth

Public Policy & Advocacy

- Understanding the Role of Policy
- ACT's Legislative Goals and Activities
- Key Policy Issues Impacting TDM
- Becoming an Effective Advocate