

FOUNDATIONAL CLASS OFFERINGS

Our Community Listens

Our Community Listens is the first foundational class, designed to help participants learn to listen effectively, express themselves clearly, and build better relationships. These skills are essential for success in both personal and professional contexts. Our Community Listens provides opportunities for self-reflection, personal practice, and tangible takeaways to bring back to your organization to better team member interpersonal communication.

Overview of Class Experience

- **DAY 1**
 - Behavioral Tendencies
 - Communication Strategies
 - Communication Cycle
- **DAY 2**
 - Message Alignment & Impact
 - Empathetic Listening
 - Empathy
 - Acceptance vs. Agreement
- **DAY 3**
 - Effective Confrontation
 - Individual Change Process
 - Transition
 - Sustainment

Learning Outcomes

- Understand your unique communication profile
- Learn about core behavioral tendencies
- Discover how to flex your communication for others comfort
- Appreciate the diverse contributions others bring to our lives and leadership
- Express yourself more clearly and effectively
- Skills to resolve conflict
- Improve self-awareness
- Comprehend what motivates your team members
- Experience how listening empowers people to help themselves, improve relationships, and increase the opportunity for personal and team achievement
- Learn the common misgivings about confrontation and power and will receive a practical method to positively and respectfully confront others to create change
- Connect the principles and practices learned in class to your life and leadership to reset relational defaults, and learn how to leverage the most value out of the Continuous Learning process after the classroom experience ends

Our Community Serves

In today's fast-paced world, leadership is often measured by individual achievement, but true impact comes from fostering a culture where collaboration, trust, and shared purpose thrive. This class shifts mindsets from Me-Centric to We-Centric through emotional intelligence and a culture of service. Participants will develop self-awareness and the skills to build a culture that instills accountability and inspires collective success. This class lays the foundation where people work together—not just for results, but for each other.

Overview of Class Experience

- **DAY 1**
 - Introduction to Service
 - Competency 1: Emotional Awareness
 - Competency 2: Perception
- **DAY 2**
 - Competency 3: Accountability
 - Being of Service
 - Transition
 - Sustainment

Learning Outcomes

- Distinguish between Me-Centric and We-Centric mindsets and their impact on leadership and relationships
- Explore mindsets and behaviors that enhance emotional intelligence, broaden perception, and strengthen personal accountability
- Identify your emotional catalysts and develop strategies to maintain balance under pressure
- Understand how perception shapes your worldview and influences interactions
- Compare the Five Destructive Behaviors with the Five Accountability Behaviors to foster trust and collaboration
- Apply the Being of Service model to recognize and act on opportunities to serve effectively
- Cultivate a culture of service that fosters connection, engagement, and long-term success

Our Community Transforms

Our Community Transforms is the third foundational class, designed to help organizational leaders develop strategies for transforming their workplace culture. This class provides leaders with the tools and insights needed to drive meaningful change within their organizations. Effective transformation requires deliberate action, a deep understanding of one's impact and influence, and a strategic approach to cultivating a caring workplace environment. Through the Transforms course, participants will explore the Five Pillars of Caring Workplaces and walk away with a strategy to create an organization where team members and the workplace flourish.

Virtual Cohort Experience

- **Session 1:** Organizational Change & Transformation
- **Session 2:** Cultivate Meaning, Purpose, & Value
- **Session 3:** Build Trust & Psychological Safety
- **Session 4:** Know, Grow, & Celebrate People
- **Session 5:** Culture of Learning & Continuous Improvement
- **Session 6:** Capstone & Celebration
- **Between Sessions:** Peer-to-Peer Coaching

Learning Outcomes

- Recognize how individuals adapt to change and leverage their strengths to lead transformational efforts effectively
- Identify common barriers to change and approaches to overcome resistance
- Apply coaching techniques to support development
- Evaluate leadership practices that enhance meaning and purpose in the workplace
- Develop and implement eight key leadership behaviors that foster trust and engagement
- Explore strategies to increase psychological safety
- Identify challenges that prevent providing developmental feedback and learn how to overcome them
- Analyze the impact of feedback in shaping behavior and improving performance
- Examine personal triggers when receiving feedback and develop strategies to respond constructively
- Understand the role of a Culture of Learning in driving organizational transformation
- Identify actionable strategies to cultivate a Culture of Learning that promotes growth and innovation
- Recognize the importance of continuous improvement cycles in sustaining long-term success

Developing Leadership Approaches to Unleash the Potential of People.

To register for an upcoming class, click the following QR code or visit chapmancommunities.org.

