

CHAPMAN FOUNDATION FOUNDATIONAL CLASSES

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
 - Emotional Awareness
 - Perception
- **DAY 2**
 - 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 build cultures where people and organizations thrive. Through six human-centered culture strategies, participants will explore practical approaches to strengthening relationships, increasing engagement, and creating more caring workplace environments where people and performance can thrive. Participants may attend the full six-session series or join individual sessions based on their interests. Organizations participating in the Caring Workplaces program are expected to attend all six sessions and a companion workshop series designed to help translate the six culture strategies into action and build a practical roadmap for lasting culture transformation.

Culture Strategy Sessions

- **Strategy 1:** Intentional Connection
- **Strategy 2:** Trust & Psychological Safety
- **Strategy 3:** Accountability
- **Strategy 4:** Culture of Learning
- **Strategy 5:** Appreciation Practices
- **Strategy 6:** Meaningful Work

Learning Outcomes

- Understand what culture is and the six strategic areas needed for a strong organizational culture.
- Develop an action plan for intentionally strengthening culture practices for themselves, their team, and their organization.
- Implement (based on specific session):
 - Intentional connection practices that foster belonging and strengthen relationships.
 - Trust-building behaviors that create healthy workplace relationships.
 - Accountability practices that create clarity, ownership, and results.
 - Learning practices that promote growth and continuous improvement.
 - Appreciation practices that help people feel valued and recognized.
 - Purpose-driven practices that connect work to meaning.

Exclusive for Caring Workplace Organizations:

Culture Blueprint Workshop

- **Session 1:** The Narrative for Change
- **Session 2:** Turning Stories Into Action
- **Session 3:** From Action to Impact

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

