



# Vital Learning Essential Skills Of Leadership

## 2022

### The Program

The Vital Learning Essential Skills Of Leadership training course is the preliminary step in developing successful supervisors, team leaders and managers. Essential Skills Of Leadership™ training teaches managers and team leaders contemporary techniques for effective leadership, which improves their performance and increases the productivity of both the team and the organization.

UT CIS offers the following Vital Learning courses:

- Essential Skills of Leadership
- Essential Skills of Communicating
- Coaching Job Skills
- Improving Work Habits
- Effective Discipline
- Providing Performance Feedback
- Resolving Conflicts
- Managing Complaints
- Supporting Change
- Developing Performance Goals and Standards
- Communicating Up
- Delegating

### Where

Conference Center Building, Factory Lab  
600 Henley Street  
Knoxville, Tennessee 37902

### When

Session One: August 29-31

Register here: <https://bit.ly/2022Vital1>

Session Two: October 3-5

Register here: <https://bit.ly/2022Vital2>

All 12 vital learning modules will be taught across two in person sessions. Specific dates and times are included below with the class descriptions.

**Cost: \$900 per person/session.**  
**RMC Members receive a 10% discount**  
**with code: 2022Vital\_RMC**



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# Vital Learning Session One

## Essential Skills of Leadership

**August 29, 2022 | 8 AM - 12 PM EDT**

The Essential Skills of Leadership will give you the four foundational skills for effective leadership: focusing on behaviors and facts (not attitudes or opinions), encouraging team member participation, maintaining team member self-esteem, and running effective meetings.

## Essential Skills of Communicating

**August 29, 2022 | 1 PM - 5 PM EDT**

In this course participants will learn to utilize an empowering and dynamic communication process to increase team members' motivation and commitment, construct and express clear and concise messages in both written and spoken communication, and deliver messages that address the interests of the listener.

## Coaching Job Skills

**August 30, 2022 | 8 AM - 12 PM EDT**

The Vital Learning Coaching Job Skills™ program teaches team leaders and managers how to successfully coach team members in their jobs, as well as how to widen the breadth of team members' skill sets. Coaching Job Skills teaches managers a process of observation, analysis and communication to help them learn how to effectively coach team members. The program teaches managers how to identify performance problems, which performance problems can be resolved by coaching and how to solve performance problems.

## Improving Work Habits

**August 30, 2022 | 1 PM - 5 PM EDT**

The Vital Learning Improving Work Habits™ course provides supervisors, team leaders and managers with the tools necessary to recognize and address poor work habits.

The course helps managers and team leaders understand the importance of focusing on negative behaviors as well as earning team members' recognition of the problem and their commitment to changing their habits.

## Effective Discipline

**August 31, 2022 | 8 AM - 12 PM EDT**

The Vital Learning Effective Discipline™ course provides supervisors, team leaders and managers with the interpersonal performance training necessary to dramatically reduce employees' problem behaviors. Involving team members in performance discussions and winning their commitment to behavioral change enables managers and team leaders to turn a potentially negative interaction into a positive developmental step.

## Providing Performance Feedback

**August 31, 2022 | 1 PM - 5 PM EDT**

The Vital Learning Providing Performance Feedback™ program equips managers with a fair and fact-based collaborative model for feedback sessions that reduces the discomfort and improves the payoff from these challenging discussions, which part of every manager's role. Because providing performance feedback is collaborative, team members intuitively agree to the process and devote their full commitment to its success.

# Vital Learning Session Two

## Resolving Conflicts

**October 3, 2022 | 8 AM - 12 PM EDT**

The Vital Learning Resolving Conflicts™ program equips supervisors, team leaders and managers with the tools to recognize conflict and handle it quickly and effectively. By understanding the signs of conflict and identifying the root cause, managers can eliminate the issues and minimize negative effects.



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## Managing Complaints

**October 3, 2022 | 1 PM - 5 PM EDT**

The Vital Learning Managing Complaints™ program provides supervisors, team leaders and managers with a proven process and individual skills to effectively deal with employee complaints in a way that supports employee and team goals. This course makes clear that leaders need to listen to employee complaints and remain nonjudgmental, which is critical because what appears to be a minor issue to the team leader may be a major problem to the employee.

## Supporting Change

**October 4, 2022 | 8 AM - 12 PM EDT**

The Vital Learning Supporting Change™ program equips leaders with the tools to understand and interpret change in order to more successfully manage their teams through it. By working to support change while addressing the team's comfort level with it, leaders can more effectively facilitate acceptance of new ways of doing things.

## Developing Performance Goals and Standards

**October 4, 2022 | 1 PM - 5 PM EDT**

The Vital Learning Developing Performance Goals and Standards™ program equips managers and team leaders with the tools they need to succeed by aligning the team's goals and standards with expectations set forth by the organization. By focusing on logical processes and reasonable commitments, Developing Performance Goals and Standards can help even experienced managers build a more effective process for creating goals, outlining clear work standards and encouraging better job performance.

## Communicating Up

**October 5, 2022 | 8 AM - 12 PM EDT**

The Vital Learning Communicating Up™ program teaches supervisors, team leaders and managers

how to hold more successful meetings with their managers and other members of senior management, transforming these meetings into positive, productive experiences. Communicating Up provides the tools necessary to help employees understand a senior manager's communication style, deliver bad news with grace, communicate group or employee achievements, and maintain the manager's attention during a meeting.

## Delegating

**October 5, 2022 | 1 PM - 5 PM EDT**

The Vital Learning Delegating™ program teaches supervisors, team leaders and managers how to develop team members in order to strengthen their commitment to the success of the organization. The Delegating program provides team leaders and managers with the tools necessary to develop messages that communicate the "what" and the "why" of every delegated task.

## The Instructor: Rick Durham

Rick is a student and teacher of leadership and what makes great organizations tick. Having invested a quarter century researching the topic, he has coauthored a book, which examines why some companies and leaders make the leap to superior results, along with a curriculum of results-oriented leadership and team development programs. In addition, he led continuous improvement programs for twelve years. He graduated from the University of Tennessee at Chattanooga and earned a Master's Degree in Industrial and Organizational Psychology. His employers include the University of Tennessee, Molson Coors Brewing Company, Lucent Technologies, and the State of Arizona. Rick is a "certified" Practical Brewer.

