

"The combination of Performance Leadership, executive coaching and group process work with the Board of Directors and staff, has been instrumental in our effectiveness. To better service our community, our YMCA has gained the insight and accountability it needs to be successful with staff and volunteers."

Mario Vargas
Executive Director
East Valley Family YMCA

"Working with Tim Dunkin has been inspiring and informative. Both as a coach in the individual setting and as a trainer in the group setting, he is a wonderful combination of teacher, comedian, organizational wizard and all-seeing sage. His years of experience with project management, combined with a keen understanding of leadership, have contributed greatly to my work in non-profit management."

Jenni Martin
Director of Education
Children's Discovery Museum of San Jose

"Clear, encouraging and supportive - as a team builder and facilitator, Wandzia is unsurpassed." Within the first 10 minutes of the training, all the participants were captivated by Wandzia's unique and professional blend of warmth, expertise and professionalism."

Priscilla Murphy
Principal
St. Lawrence the Martyr Elementary and Middle Schools

FOR MORE INFORMATION, please contact Tim Dunkin (tim@dunkinworks.com) or Wandzia Rose (wandzia@dunkinworks.com)



PERFORMANCE LEADERSHIP

Training Program



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PERFORMANCE LEADERSHIP

CERTIFICATION TRAINING

The fast-paced, exciting leadership training program is highly interactive. Participants' learning process will be enhanced through workshop activities such as case studies, scenario assessments, small group processes, role-playing, and simulations in addition to lectures. Personal reflection, and supplemental readings are included to foster personal growth.

OUTCOMES

Upon completion, participants will:

- Understand the difference between Leadership and Management as well as the relationship between the two;
- Identify what they need to pay attention to be a highly effective leader and manager;
- Know what questions they need to ask in order to properly assess issues and plan corrective action;
- Enhance their personal performance as an effective manager and leader;
- Apply the model correctly in their real world in order to enhance organizational and personal performance;
- Be a "Performance Leadership Champion" within their organization and/or community;
- Join a Performance Leadership community that will support their work on an on-going basis.

TIME COMMITMENT

A total of 4.5 days (presented over a period of three 1.5-day sessions) are required to complete the training program. The session must be taken in the following sequence: (1) Core Concepts; (2) Intermediate Applications, and (3) Advanced Integration.

CURRICULUM

Overview of the Model

- ✓ Leadership AND Management
- ✓ Using the Model

Outcomes

- ✓ Methods to Define Outcomes
- ✓ How to Develop Performance Measures

Vision

- ✓ Know what is the purpose of a Vision
- ✓ Four Critical Questions
- ✓ Use of Messages / Mantras
- ✓ Values Identification
- ✓ Characteristics of Organizational Culture

Budget & Resources

- ✓ Purpose of Budgeting
- ✓ Budgeting Models
- ✓ Assessing Organizational Impacts
- ✓ Hiring and Retaining the Right Great People

Expectation Setting

- ✓ Job Descriptions vs. Role Descriptions
- ✓ Fundamentals of Decision-making
- ✓ Impact on Team Dynamics

Relational Management

- ✓ Identifying the Universe of Relationships
- ✓ Tools and Techniques
 - Communication Skills
 - Decision-making Preferences
 - Information Processing Preferences (sorting)
 - Dealing with Difficult People
 - Conflict Resolution
 - Authority vs. Power
 - Building Teams vs. Leading Groups

- Problem-Solving Techniques
- Facilitation
 - Open-ended Questions
 - 'I-Messages'
- ✓ Strategies and Options
 - Problem Identification / Analysis

Macro Structure

- ✓ Management Models
- ✓ Organizational Systems and Structures
 - Formal and Informal
- ✓ Alignment of Systems and Structures with Leadership

Micro Structure

- ✓ Micro Structures and Span of Control
- ✓ Systems and Structures
 - Meeting Structures
 - Project Management
- ✓ Tools and Techniques
 - Process Improvement Tools

Presence & Personal Power

- ✓ Values Clarification
- ✓ Personal Identity
- ✓ Beliefs and Choices
- ✓ Disciplines of Presence & Personal Power
 - Personal Congruence
 - Self-Discipline
- ✓ Role of the Observer
- ✓ Leadership Impact Zone

Using the Model

- ✓ Analysis & Planning
- ✓ Case Studies
- ✓ Managing Change / Transitions
- ✓ Role of the Champion
- ✓ Strategies & Tools

Integration

- ✓ Personal Case Studies