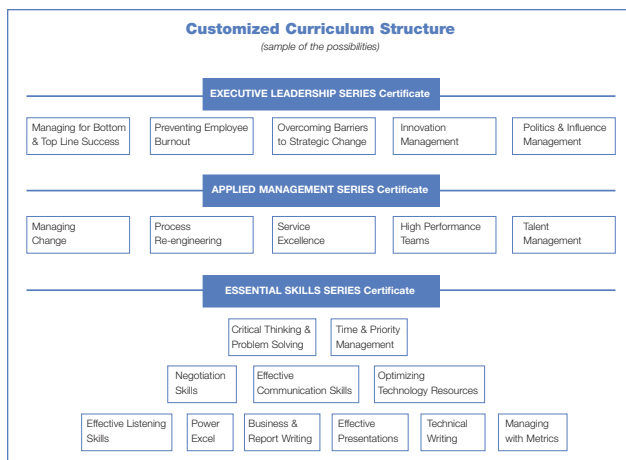


Customized Curriculum Structure

Foundations for Solid Leadership

Continuing Education



National-Louis University

In 1886, National-Louis University was founded as an institution committed to the process of learning—the teaching of teachers. Since then, the University has expanded degree programs to business, management and liberal arts. Today, they remain committed to the fundamental value of excellent teaching and collaborative learning.

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National-Louis University

Center for Continuing Education

“Foundations for Solid Leadership”

Essential to Your Success

Today’s fast paced, highly competitive, consumer driven business environment, requires organizations to have solid leaders who have the right knowledge, attitude, skills and habits (KASH) to guide highly effective and efficient teams within their workforce.

Critical Knowledge and Skills

National-Louis University’s Center for Continuing Education offers the opportunity for organizations to integrate a customized, structured leadership curriculum focused on the development of solid supervisors, managers and executives—helping your best, get better and building strong foundational resources to sustain the continued growth of your organization.

Customized to Fit Your Organization

The leadership curriculum can be customized to your business setting, incorporating relevant scenarios and situations reflecting your operations and organizational culture. The leadership curriculum is structured into “building blocks” of critical skill sets targeted to your leadership levels in the organization so that supervisors, managers and executives receive the knowledge and skills they need, when they need it.

Flexibility in Length and Modality of Delivery

Each of the building blocks of knowledge and skills can be designed to accommodate your organization’s work environment. Meeting length, day and time are scheduled to optimize organizational performance. Learning can take place face-to-face, online or a hybrid of both.

Immediate Return on Investment

What your associates learn can be immediately applied to their work to optimize the effectiveness and efficiency of their performance. You can measure the difference in performance and track continuous improvement in the results of your operations.

The Leadership Curriculum Blueprint

The Center for Continuing Education has developed a customizable “blueprint” containing the essential building blocks for each leadership level within the organization. The blueprint provides a starting point for identifying the learning priorities for your organization, expediting the customization and integration of the curriculum to the needs of your employees, managers and executive leadership.

Leadership Tier Level 1

The Essential Skills Series for Supervisors

A series of building blocks in essential business skills for front line supervisors and entry-level managers. This series is designed to provide supervisors a strong foundation in knowledge and skills critical to their success in organizing their work, optimizing their work teams and communicating results. Each building block can be conducted in 1 to 2 days or in smaller segments to accommodate work schedules and afford application in the workplace.

Critical Thinking and Problem Solving

Focused on specific work situations, supervisors learn to apply both experience based and formal problem solving methods, examining their thinking and decision making preferences and practices. Supervisors engage in flexible thinking, enhancing their abilities to generate good alternatives, create new solutions and successfully plan and implement.

Time and Priority Management

Supervisors explore how they really spend their time and learn to prioritize efforts to accomplish important, as well as urgent tasks. Seven specific techniques are addressed to assist supervisors in optimizing their time at work and in their personal lives.

Negotiation Skills

Win-win strategies offer a positive and most effective means to influencing others to accomplish new initiatives or resolving conflict. In this building block, supervisors are introduced to fundamental techniques in how to achieve positive outcomes through win-win scenarios.

Effective Communication Skills

The ability to effectively communicate with subordinates and superiors is one of the most fundamental elements of individual and organizational success. In this building block, supervisors learn how to effectively communicate with subordinates using coaching and performance feedback techniques. Aspects of how to effectively provide status and progress reports to superiors are also addressed.

Optimizing Technology Resources

Which technology tool provides the most effective means to accomplishing the task? Using relevant work scenarios, supervisors learn to identify and select the right software/tool to use for achieving results. This building block can be further customized to incorporate aspects of specific software in word processing, spreadsheets, relational databases, email or other processing tools, depending on the dominant needs of the organization.

Effective Listening Skills

Supervisors learn how to use reflective listening to convey their understanding of what the other person is thinking, feeling or wanting. Through the techniques of restatement and paraphrasing, supervisors reflect back to the sender for verification to ensure effective communication is achieved.

Power Excel

Using Microsoft Excel, supervisors learn how to use spreadsheet software for automating essential aspects of their work. Relevant scenarios are used to demonstrate how functions such as scheduling, budgeting, project planning, task management and other supervisory tasks can be automated for increased efficiency.

Business and Report Writing

Supervisors learn how to design and prepare written proposals, status and progress reports that are concise, yet, comprehensive in communicating essential information on who, what, why, when, where and how.

Effective Presentations

The organization and manner of presenting information has considerable impact on the effectiveness of the communication. In this building block, supervisors learn how to plan, design and create presentations using visual aids and presentation software. They also learn and practice delivery techniques that provide professional and polished presentations.

Technical Writing

In this building block, supervisors learn how to design and develop simple, yet, comprehensive written communications for organizational policies, procedures and processes. Fundamental skills in process improvement and flowcharting are also addressed.

Managing with Metrics

Customized to incorporate the key business drivers of your organization, supervisors learn to identify and track key performance metrics to measure and report operational success. Techniques are introduced on how to identify opportunities for improvement and operational best practices.

Other Essential Skills

As needed, additional building blocks can be designed for supervisors to fill knowledge or skill gaps critical to your organization's success.

Leadership Tier Level 2

Applied Management Skills Series for Managers

In this series, building blocks are designed to provide managers a solid foundation in knowledge and skills critical to their success in managing organizational changes, interacting with their teams and streamlining their processes. Each building block can be conducted in 2 to 4 days, or in smaller segments to accommodate work schedules and afford application in the workplace.

Managing Change

In this building block, managers learn how to assess the need for change, design a plan for change, coach those who will lead others through the transition to change, help others adapt to change and how to deal with resistance to change.

Process Re-engineering

Managers learn how to analyze workflows and identify non-value added process steps to streamline work processes and eliminate non-value added effort. Techniques to improve processes through alternative workflow patterns and process redesign are emphasized.

Service Excellence

Techniques for providing superior quality customer service are conveyed via customized scenarios relevant to your organization. Examples cover both external and internal customers so that managers can immediately apply the concepts within their organization.

High Performance Teams

Together Everyone Achieves More—TEAM dynamics and best practices for cultivating successful teams are explored within the context of your organization. Techniques are addressed for guiding teams to be more collaborative and less in conflict.

Talent Management

Managers learn best practices in how to attract and retain top performers. Techniques are addressed in new employee selection, goal planning, performance reviews and performance coaching.

Other Manager level skills critical to success

Additional building blocks can be designed and developed to meet the management development needs of your organization.

Leadership Tier Level 3

Executive Leadership Skills Series

In this series, building blocks are designed to provide top level executives the knowledge and skills critical to their success in leading the organization. Setting strategic direction, fiscal management, people management and innovation are all key ingredients to successful leadership. Each building block can be conducted as a 2 to 3 day seminar, or provided in smaller segments to accommodate work schedules and afford application in the workplace.

Managing for Bottom and Top Line Success

Organizational growth needs to occur at both the top and bottom lines. Executives learn strategies for top line growth through market segmentation and target market opportunities. Focusing on bottom line growth, executives explore opportunities to enhance operational efficiency and design competitive business architecture.

Preventing Employee Burnout

Executives learn to identify the causes of employee burnout. Preventive techniques are explored to enable executives to extend support to employees and influence employees to achieve balance between their work and personal lives.

Overcoming Barriers to Strategic Change

Customized to the specifics of your organization, executives analyze the underlying strategic issues impacting organizational processes, people and systems. Executives learn to develop change strategies for managing issues related to power and influence within their organization.

Innovation Management

Executives learn how to unleash the creativity of people in their organization, alerting employees to unconventional opportunities. Customized to your organization, strategies for creating an innovation culture are crafted providing for tolerance of risk and failure.

Politics and Influence Management

Navigating organizational politics is essential to long term success in the organization. Executives learn techniques to influence others, strengthen organizational alliances and breakdown cross-functional barriers.