



# ***LEADERSHIP***

***WITHOUT LIMITS*** 





# LEADERSHIP

## WITHOUT LIMITS

### LEADERSHIP IS NOT A POSITION OR A TITLE — IT IS AN ACTION AND EXAMPLE.

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Do you want to get to the top? Grow your business? Improve time management? Communicate more effectively? SMACNA Greater Chicago is always providing tools for members to help them accomplish their business goals. This four-part leadership workshop series covers all the necessary tools for emerging or seasoned leaders in the industry.

The workshops are designed to build on one another, so take them all for the greatest impact on your leadership style. Or, if time constraints don't allow for all four, take at least one to get a leg up on leadership.



**DARRYL  
HARRIS**

*Featured Speaker*  
Sessions 1-4

Darryl Harris is a consultant, trainer and coach, focused on helping organizations improve their performance by developing the skills and competencies of their people. Harris has an abundance of energy and passion for helping organizations develop and grow in a rapidly changing environment. His clear common sense approach has helped thousands of people learn how to successfully overcome these challenges. He brings an international background of almost 30 years of experience in the areas of leadership development, strategic planning, team effectiveness, customer skills and more.



# REGISTER NOW!

Registration is **limited to the first 30.**

## SMACNA GREATER CHICAGO'S LEADERSHIP WORKSHOPS

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- ▼ **MEMBERS:** \$35 per session  
\$125 for 4 sessions
- ▼ **NON-MEMBERS:** \$75 per session  
\$275 for 4 sessions
- ▼ Participants are invited to enjoy a complimentary catered breakfast at 7:30 a.m., prior to the start of each workshop.
- ▼ This program is great for everyone, especially young professionals.
- ▼ Leadership Without Limits is conducted by The Carroll-Keller Group.

### REGISTER ONLINE AT

**SMACNAGREATERCHICAGO.ORG / Leadership-Workshop.html**



**REGENCY TOWERS**  
CONFERENCE CENTER  
1515 W. 22nd St., Oak Brook, IL

**8:00AM - NOON**  
Breakfast provided at 7:30am

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**01.18** **TIME MANAGEMENT**  
"Increasing Your Personal Effectiveness"

**02.21** **CORE COMMUNICATIONS**  
"Best Practices and Interpersonal Skills"

**03.15** **ESSENTIALS OF LEADERSHIP**  
"Frontline Managers and Supervisors"

**04.18** **COACHING AND COUNSELING**  
"Improving Performance"



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**01.18.18**

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# **SESSION 1**

# **TIME MANAGEMENT**

**IT'S TIME TO TACKLE DAILY  
INFORMATION OVERLOAD.**

As we navigate countless personal demands, make dozens of decisions and juggle numerous projects each day, it's no wonder that anxiety, confusion and loss of control impair both personal and corporate productivity. Our lives cry out for balance, and yet few can identify — let alone practice — the skills needed to maintain a sense of order and control.

# IDENTIFY **YOUR** PERSONAL EFFECTIVENESS.



## SOUND FAMILIAR?

In this session, you can begin to identify the personal effectiveness skills essential to today's fast-paced environment. Whether you prefer to utilize e-tools or a paper-based process, the workshop will focus on applying key skills to result in immediate and dramatic improvements that will help you:

- Develop effective techniques for planning and achieving short and long-term goals
- Prioritize your daily activities/tasks to accomplish your most important work
- Plan and schedule the necessary time for highly important work
- Make effective decisions and handle information flow efficiently
- Delegate with confidence and track delegations with greater ease and success
- Gain control through personal organization and desk management
- Plan and execute productive meetings
- Achieve balance in the key areas of life

You have endless emails and voice mail messages, many of which are marked urgent



You have a critical meeting in 15 minutes and you're still waiting on updated figures from colleagues



You have two proposals that are due today and you haven't started one draft



Every time you sit down to tackle your unfinished projects, the telephone rings or someone interrupts you to ask if they could have a minute of your time



You have just been asked to entertain an out-of-town client after work



Your daughter's softball league final is this afternoon and she wants you to attend







***SESSION 2*** 

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**02.21.18**

**8:00AM - NOON**

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# ***CORE COMMUNICATIONS***



**THE PATH TO SUCCESS  
RUNS THROUGH GREAT COMMUNICATION.**

This session is best for those who want to build collaborative relationships and exemplify trust and respect, including new managers, supervisors and new hires who want to work confidently with others.



## LEARN HOW TO

# BEST PRACTICES TO GUIDE **YOU** TO INFLUENCE, ENGAGE AND ACTIVATE.

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Whether you're in a one-on-one meeting, negotiating with a vendor or speaking with a client, effective communication skills can help you handle any situation with confidence and finesse. Yet, the demands of a busy schedule often prevent us from dedicating a day to honing our communication skills, learning new techniques and practicing approaches to solve persistent problems.

This workshop will take participants from theory to practice with a solid combination of relevant content and opportunities for practice. Participants will explore the vast landscape of interpersonal communication best practices that can help them reach goals and secure a strong career path.

Define your communication style and “read” others

Speak assertively — the language of leadership

Enhance your active listening skills to anticipate and avoid common misunderstandings

Match body language to your message

Eliminate communication roadblocks like “weasel words” and verbal fillers

Resolve conflict and work constructively with emotions

Make smart choices with social media

Organize your thoughts to communicate clearly

Maintain your composure in challenging interactions

Motivate and move people to action





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**03.15.18**

**8:00AM - NOON**

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***SESSION 3*** 

# ***ESSENTIALS OF LEADERSHIP***



**PREPARE FOR A COMPLETE  
CHANGE OF RESPONSIBILITIES.**

This session was designed specifically for newly promoted and frontline supervisors, to help strengthen their leadership abilities and improve communication and interaction with their teams.



# ENGAGING, **IMPACTFUL** SOLUTIONS.



## THIS SESSION COVERS

Strong leaders are a hallmark of today's most successful businesses. Resourceful, motivating and influential, these individuals are often born leaders who intuitively know what needs to be done and act on their instincts.

More often than not, however, supervisors are promoted from within the organization, with top candidates rewarded for their technical expertise and strong performance by upper management — not their leadership know-how. Due to increasingly complex demands in today's business environment, such as doing more with less and ensuring 100% customer satisfaction and employee safety, formalized leadership training for newly promoted and frontline managers is simply not a priority.

So, how can you make sure your managers, supervisors and other business leaders receive the tools they need to succeed?

This program will prepare participants for a complete change of responsibilities and offer a plan for the challenges ahead. It will instill confidence in their role, while teaching them the expectations that come with leadership within a company. This session will teach and reinforce specific proven skills in a fast-paced, invigorating environment that will leave your supervisors well-prepared for the challenges awaiting them.

Characteristics of successful leaders



Setting and achieving goals



Understanding the difference between leading and managing



The role of emotional intelligence in a leadership position



Creating a positive, motivated environment that allows employees to grow



Effective communication



Sharing the vision and the role every employee plays in achieving this vision



Holding people accountable



Correcting poor performance



Identifying various leadership styles





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**04.18.18**

**8:00AM - NOON**

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***SESSION 4***

# ***COACHING & COUNSELING***

**STOP WASTING TIME.  
COACH AND COUNSEL  
YOUR TEAM EFFECTIVELY.**

This intensive workshop provides a series of activities, interactive exercises, role plays and case studies. It will help develop the confidence and experience necessary to coach your entire team toward improved performance and productivity!

# YOUR TEAM MUST BE **PERFORMING** **AT 100%** TO PRODUCE OUTSTANDING RESULTS.

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Managers perform a variety of tasks daily, from scheduling and attending meetings, to reviewing metrics and generating client reports. Customer satisfaction always comes first, so when a team member's performance slips, providing critical feedback and coaching is often a reactive practice instead of proactively encouraging job performance improvement.

In today's extremely competitive environment, successful managers recognize that all team members must perform at 100% to produce outstanding results. Whether you are working with a new employee or a seasoned veteran, there are always opportunities to coach and counsel employees to help sharpen their skills and boost their performance.

Understanding how to deliver feedback to both praise and correct team members, while developing a positive atmosphere going forward

Learn how to confidently have difficult conversations early and develop an effective and mutually agreeable action plan

How to identify and work with different behavior styles to provide coaching and counseling support that will be meaningful for all team members

Develop strategies and skills to effectively address and resolve conflicts leading to the highest quality outcomes

Learn proven communication techniques that increase the impact and understanding of information among all team members

Understand how to turn the performance review session into a productive coaching session to yield improved performance

Clearly understand the distinction between "coaching" and "counseling" and when they are appropriate





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