



The 5 C's of Leadership

Languages Offered:

- English
 Spanish

*Don't Forget...Critical Thinking, Changing Quickly,
Communicating, Collaborating, and Caring*

For years we have defined leadership as influence. This learning experience will explore practical ideas to take a new look at this familiar topic. The complex business environment and its employees are changing rapidly. Therefore, there must be continuous improvement of leadership skills. Great leaders use the 5 C's to establish credibility and trust while building a high performing team.

During this program, participants will be asked to work on a 'real work' situation (Goal) for continuous improvement and present their results the last day of training.

What trainees will learn:

- Collaborative Communication
- Critical Thinking
- Serving Customers at a Higher Level
- Caring: Shift from Boss to Coach
- Building Trust and Respect
- Setting and Achieving Goals
- Managing Conflict
- Building a High Performing Team
- Managing Change

How this training will benefit your company and employees:

This training helps equip leaders with the skills they need to nurture a positive workplace—helping improve the collaboration of the team as a whole. This, in turn, can help leaders get more done; achieve more of their own goals and personal productivity improvement plans.

Employees working with a coach as a leader vs. a boss will improve the overall dynamic of the workplace. This means more satisfied customers.

This training can be conducted for 16 hours or more. Onsite training may be customized to meet your business needs.

ABOUT SOPHIA BROOKS



Sophia is a retired business owner, author, speaker and subject matter expert. She held management positions in two Fortune 500 Corporations. Additionally, she currently teaches at two community colleges with Workforce Development.