



# LEADERSHIP DEVELOPMENT SERIES (LDS)

FOR SERVICE AND CONSTRUCTION INDUSTRY

Leah Gutmann



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## Leadership Development Series (LDS) Seminars

These seminars are designed for management level employees or anyone that leads a team. They focus on building strong communication skills and self awareness in order to be a successful leader.

### LDS 100: 4 hours

#### Conflict Management – Project, Service, and Office Team Strategies and Skills

By the end of the session participants will be able to use a variety of leadership skills and specific conflict resolution strategies to gain positive results and improve relationships. Leaders will be able to strategically guide themselves and their teams through conflict situations. In addition, the group will know the benefits of shifting how they view conflict and be better able to use natural conflict situations in their environment as an opportunity to build trust and better relationships with those in their sphere of influence. Attendees will practice applying strategies to a variety of real world construction and service situations. The class will also learn how to effectively deal with difficult coworkers that are often the roadblocks to successful conflict resolution.

#### Objectives:

- Know the benefits of having happy and healthy conflict within and between teams.
- Understand conflict resolution choice points and understand the consequences of conflict avoidance and negative conflict.
- Apply conflict management skills and strategies to leverage creativity and input to achieve impactful result within service teams, project teams, and with clients.
- Be able to use communication and emotional intelligence skills to improve relationships and achieve goals during conflict situations.

### LDS 101: 4 hours

#### Effective Communication in the Workplace

Being a good communicator is the foundational skill necessary to excel in all other leadership competencies. In this workshop participants will learn about different communication styles and identify their own communication preferences. The group will learn how to leverage their communication style to achieve goals and gain confidence in their day to day conversations. The class will come away with tools to be more successful in all of their relationships through communication and will practice applying what they learn to specific construction and service situations. In addition, the class will cover why it is critical to understand how others communicate and why it is important to be able to adapt to styles that offer a different perspective to the issue or topic at hand. The group will learn how to guide themselves and their team members through conflict so that the end result is a better decision with buy-in from all parties. Class includes individual and team DISC reports.

#### Objectives:

- Gain a clear understanding of communication styles and how your communication style affects how others interact with you.
- Learn how to adapt to other communication styles and use this knowledge to improve relationships with internal team members and external service and construction clients.
- Be able to gain better results through communicating effectively and with purpose.
- Know how to use effective communication skills to manage conflict in your day to day interactions.

### LDS 102: 4 hours

#### Emotional Intelligence

Participants attending this session will walk away with a clear understanding of what emotional intelligence is and the significant impact it can have on their career. Emotional intelligence is made up of both personal and social competencies that will be explored at length during the class.

The class will have the opportunity to create individual action plans geared toward increasing emotional intelligence through application of detailed strategies. The group will also learn about the dreaded emotional hijack and how to avoid self-sabotage. Increasing your emotional intelligence will help lead the way to improving important relationships and make the application of other leadership skills easier and more effective. Class includes individual EQ Assessments

#### Objectives:

- Understand how increasing your emotional Intelligence can impact the trajectory of your career.
- Learn the core components of emotional intelligence and how to interpret your own emotional intelligence assessment.
- Select and know how to apply strategies to increase your emotional intelligence and improve key relationships.

### LDS 103: 8 hours

#### Situation Leadership for the Mechanical Contractor

Using the Blanchard Situational Leadership® II (SLII) Model and Assessments this workshop will develop competence, gain commitment, and help retain talent.

As a certified Blanchard Situational Leadership facilitator and Blanchard Channel Partner, Leah will guide participants through this full day workshop where they will use a combination of leadership style assessments and model analysis to apply learned techniques to a variety of case studies created specifically for the construction and mechanical service communities.

Leadership is not a one size fits all proposition. During this session the group will learn how to leverage the most widely taught leadership model in the world. Situational Leadership creates a shared process, language and model for building leadership across all levels of the organization. Gain insight into why matching employee needs with the appropriate leadership style builds better teams, gains trust, and makes you a more effective leader.

Participants will be able to ask the right questions and apply the appropriate leadership skills to get the most out of their relationships with clients, contractors, coworkers, and their teams. Class includes Leadership Style Assessments

**LDS 104: 4 hours**

### **Transformational Delegation and Time Management**

Class Description: The mechanical construction industry offers unique challenges when it comes to managing tasks and time in order to really get things done. This half-day workshop will challenge participants to take a tough look at how effectively they allocate the limited time they have in a day to get important things accomplished. The class will identify individual goals and walk through a series of steps to ensure their goals and actions are in alignment. This alignment will allow them to make real progress in achieving things that matter to them personally and professionally. Class time will be dedicated to the delegation process as the most important tool that should be leveraged to gain time, ensure impactful work is being done, and teams are growing their skill sets. Students will identify and share tips and tricks that will enable them to be more efficient and effective every single day.

#### **Objectives:**

- Apply principles of effective delegation to achieve personal, team and organizational growth.
- Be able to apply best practices to help you better organize and prioritize your time and tasks to increase your effectiveness at work.
- Identify email management strategies that will assist you in better managing your time and energy.
- Know your “gain” and “prevent pain” activities and be able to prioritize them to be more effective in you day.

**LDS 105: 8 hours**

### **Discover and Leverage Your Strengths For Results that Matter**

Attend this full day workshop designed for anyone wanting to develop their talents to increase their productivity, maximize their effectiveness, and be more engaged with their work. Both service and construction focused organizations will gain invaluable insight on how to identify, appreciate, and leverage individual talents as well as their team members’ talents to achieve goals and stay motivated.

Gallup research proves that people succeed when they focus on what they do best. Led by an expert instructor and backed by decades of research, this course will help you identify your greatest talents, pinpoint what you do best and develop ways to use your talents for success.

The best opportunity for people to grow and develop – and net the greatest return on investment – is to identify ways in which they most naturally think, feel, and behave, and then build upon those talents to create strengths: the ability to consistently provide near-perfect performance.

#### **Objectives:**

- Gain insights into your natural talents by working with your CliftonStrengths Signature Themes Report and Strengths Insight Report.
- Fully understand how strengths develop.
- Learn how to harness your talents and strengths for greater personal productivity and engagement.
- Acquire tools and insights to help you use your natural talents to fulfill your goals and achieve your greatest potential.



#### **About the Instructor:**

**Leah Gutmann**, owner of First Forward Consulting, LLC, specializes in a wide variety of training, program development, and consulting services. Leah is certified to deliver training on a wide variety of leadership and financial topics with a focus on the direct application of skills and abilities unique to the mechanical construction industry. She has over 12 years of experience in the design, implementation and facilitation of educational programs, classes and seminars. Her 20-year career as a CFO and Finance Manager in the mechanical construction industry has given Leah the unique ability to offer training and consulting from a hands-on, in the trenches perspective.

Leah currently sits on the Board of Education for the Mechanical Contractors Association of Western Washington (MCAWW) where she offers her expertise on specific industry training needs and cutting-edge trends. She has been an integral part of building complete educational programs and specialized industry classes from the inception phase all the way through delivery. In addition to the MCAWW, a few of Leah's clients include Microsoft, the MCA of Kansas City, the Colorado Association of Mechanical and Plumbing Contractors, MacDonald-Miller Facility Solutions, The Seattle Pipe Trades, Hermanson Company, Dawson Construction, Colorado UA Local 58, and Lexington Plumbing.

Being at the forefront in Instructor Training and Design, Leah has helped her clients create and deliver training that is engaging, relevant and impactful to their organizations. She is able to leverage client expertise on any technical or leadership topic and develop content that the instructor is motivated and confident to deliver to their employee groups.

#### **Contact Information:**

Contact Leah at **425-985-1787** or [lgutmann@firstforward.com](mailto:lgutmann@firstforward.com).

#### **About the National Education Initiative (NEI):**

MCAA will bring lifelong learning directly to you! The National Education Initiative Seminars are our best MCAA/MSCA programs—brought to your local association or even your company. Our goal is to provide ongoing and advanced education and training in support of individual and association growth across the mechanical contracting industry. We offer standard and custom-designed classes exclusively for your association or company's unique needs and challenges. If you need training quickly or have a large group, we are here to help!

#### **For more information or to schedule a course:**

Contact **Barb Dolim** at **301-990-2210** or [bdolim@mcaa.org](mailto:bdolim@mcaa.org).



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