



HOWARD COUNTY CHAMBER LEADERSHIP & IMPACT PROGRAM

*Preparing
tomorrow's
change agents
today*

Seminar Schedule

- September 19, 2023 | 1:00 – 5:00 PM
- October 10, 2023 | 1:00 – 5:00 PM
- October 24, 2023 | 1:00 – 5:00 PM
- November 14, 2023 | 1:00 – 5:00 PM
- December 5, 2023 | 1:00 – 5:00 PM



Registration

☎ 410-730-4111

✉ info@howardchamber.com

🌐 <https://www.howardchamber.com>



SESSION NUMBER	CLASS TOPIC	DESCRIPTION
1	<p>Critical Thinking</p> <p>Facilitator Regina Rabenhorst Owner of and Consultant for Triple Crown Results, Certified Professional in Learning and Performance (CPLP)</p>	<p>In today's fast paced, media centric, tech driven world, the importance of critical thinking cannot be understated. Learn what critical thinking is; the key characteristics of great critical thinkers; and practice the critical thinking skills to solve a real world problem or issue.</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> • Define critical thinking and describe characteristics of effective critical thinkers. • Describe the value of critical thinking in business (making decisions, resolving conflicts, hiring people, managing projects, etc.). • Apply a proven critical thinking process (recognizing assumptions, evaluating arguments, drawing conclusions) and associated skills to a real world situation.
2	<p>Managing Multiple Priorities</p> <p>Facilitator Sam Stern Training Consultant, Executive Coach, Trainer</p>	<p>The world has become fast and complex. Our ability to respond and react quickly at work helps us become more effective, productive, and impactful. The challenge is this speed and the associated expectation of rapid response and action has put additional strain on our need to focus on the task at hand. Learn the new normal when it comes to the amount of juggling it requires to stay current, maintain concentration, and accomplish a mission. Learn best practices and strategies to help prioritize that to-do list and reduce distractions.</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> • Identify your own personal strengths and, also, your challenges, when it comes to managing your time and deciding on priorities. • Learn to understand more clearly what you can control and what you can't, and how to use 'influence' to better manage your time. • Discuss tools and frameworks you can use to make choices and stick to them. • Understand how you can effectively manage all of your many priorities, extending beyond the workday and into your life outside of work. • Recognize how, as a leader, you can create environments that make it easier for your team(s) to handle multiple priorities and demands of their time.
3	<p>Effective Communication</p> <p>Facilitator James Parker RGS, Inc. Principal Consultant Diversity, EEO, and Mediation Professional</p>	<p>Communicating clearly and concisely is critical to professional success. Learn the fundamental principles of verbal and nonverbal communication, ways to overcome barriers to communication, and communication tools needed to become more effective speakers and listeners in today's competitive workplace.</p> <p>Learning Objectives</p> <ul style="list-style-type: none"> • Explain what makes communication work. • Articulate messages in clear, concise words avoiding ambiguous communication. • Demonstrate active listening skills by creating effective responses. • Practice communication styles that demonstrate effective management of both content and feeling in messages. • Reduce defensiveness to different communication styles. • Demonstrate improved open and closed-ended questioning techniques. • Differentiate between aggressive, submissive, and assertive language and behavior and their effect in the work place. • Interpret nonverbal communication with reliability. • Identify and overcome communication barriers.





SESSION NUMBER	CLASS TOPIC	DESCRIPTION
4	<p>Influencing Up</p> <p>Facilitator Sam Stern Training Consultant, Executive Coach, Trainer</p>	<p>Influencing up, i.e. influencing your manager, is about relationship building. It's about asking open-ended questions, actively listening, and sharing in honest conversations to better understand your manager and in-turn for them to better understand you. This dynamic often affects the impact we make, the impact of our company, and the safety we feel in our day-to-day work environment. In this session, we'll zoom in on the complex relationship between our manager and ourselves. We'll characterize your current relationship, build conversational strategies around priorities and expectations, and better understand just how much influence we can make.</p> <p>Learning Opportunities</p> <ul style="list-style-type: none">• Identify and characterize the relationship you have with your manager.• Learn how to structure conversations to understand your manager's priorities and expectations, while sharing your priorities and goals.• Debate if and why influence is a part of your managerial relationship.• Identify strategies if you don't feel safe having a conversation about influence with your manager.• Understand the impact of open ended questions to better understand perspective, challenge the status-quo, and move forward toward the company's objective.
5	<p>Effective Presentation Skills</p> <p>Facilitator Suzanne Kondner President and Lead Facilitator Human Advantage, Inc.</p>	<p>The ability to deliver an effective presentation is critical in most job functions. Learn the impact of delivering effective public presentations. Learn to communicate effectively in work situations and how to get your ideas across to others using various delivery formats and technology, thereby gaining respect and commitment from others.</p> <p>Learning Objectives</p> <ul style="list-style-type: none">• Discuss the basic principles of effective communication.• Structure the message systematically in meeting audience needs.• Deliver the message clearly and convincingly to achieve desired outcome.• Handle impromptu speaking situations effectively.• Identify and discuss various presentation formats.• Design and deliver targeted presentation.

**THE HOWARD COUNTY CHAMBER LEADERSHIP
& IMPACT PROGRAM SPONSORED BY:**

COMPASS *Howard Hughes*
DEMBO·JONES
CERTIFIED PUBLIC ACCOUNTANTS & ADVISORS

