PROFESSIONAL DEVELOPMENT

Pennsylvania College of Technology
A Penn State Affiliate

LEADERSHIP

Today's competitive business environment demands that successful companies develop and maintain top talent in order to stay ahead of their competitors. Nowhere within an organization is this need more critical than in its leadership structure. Focused, skilled leaders overcome the daily challenges of organizational operations, and they attract and retain top talent at every level.

The Penn College Leadership Series is designed to meet the unique challenges faced by leaders across the organizational structure, from front line supervisors to C-suite executives. Covering multiple topics across core competencies, this cutting edge series is a comprehensive solution to leadership development.

> *"Awesome instructor, very knowledgeable and keeps you interested in the subject matter. With all of the courses I have taken in my military and civilian career, this is by far the best I have ever attended."*
>
> *Glenn O. Hawbaker, Inc. employee*

The Penn College Advantage

◇ Robust needs assessment process

◇ Integrated training across all organizational levels

◇ Customizable based on client needs

◇ Proven, industry-experienced instructors

◇ Interactive programming with experiential learning

◇ Research-based curriculum encompassing 35 competencies

◇ Multiple evaluation methodologies

The New Classroom

While the Penn College facilities are indeed state-of-the-art, the new classroom is not a location. It's a significantly improved method of delivering training. Companies receive specialized training with less disruption and at a lower cost than traditional methods.

The Penn College *iris* platform combines the convenience and flexibility of online delivery with the proven effectiveness of instructor-led sessions. The Penn College Leadership Series is a fully integrated program with a continuously updated curriculum that is cutting edge in content and delivery.

PENN COLLEGE LEADERSHIP SERIES

FRONT LINE SUPERVISOR

Supervisory Fundamentals
- ◇ Understanding Supervisory Roles and Responsibilities
- ◇ Fostering Effective Communication
- ◇ Creating Cooperative and Collaborative Work Relationships
- ◇ Promoting Contemporary Leadership Practices

Performance Management
- ◇ Boosting Employee Motivation and Engagement
- ◇ Communicating Employee Performance Expectations
- ◇ Improving Employee Performance Through Coaching
- ◇ Address Employee Performance Situations Not Easily Resolved

Teamwork and Cooperation
- ◇ Understanding Team Roles and Responsibilities
- ◇ Developing Team Skills and Processes
- ◇ Resolving Team Issues and Challenges
- ◇ Enhancing Influence and Negotiation Skills

Workplace Challenges
- ◇ Solving Problems Using a Systemic Approach
- ◇ Treating Time and Priorities as Valuable Resources
- ◇ Leading Timely and Effective Meetings
- ◇ Understanding and Resolving Conflict

Workplace Improvement
- ◇ Evaluating Customer Wants and Meeting Expectations
- ◇ Creating a Culture of Continuous Improvement
- ◇ Identifying and Implementing Opportunities for Improvement
- ◇ Creating Presentations Audiences Value

MID-LEVEL MANAGER

People, Process, and Operations
- ◇ Interpreting the Changing Role of the Leader
- ◇ Implementing Organizational Change Initiatives
- ◇ Enhancing Communication in the Workplace
- ◇ Understanding and Resolving Conflict
- ◇ Coaching for Exemplary Performance
- ◇ Developing Global Business Acumen
- ◇ Solving Problems and Making Ethical Decisions
- ◇ Examining Financial Knowledge Essentials
- ◇ Understanding Project Budgeting and Justification
- ◇ Leading Complex Projects

SENIOR EXECUTIVE

Strategic Initiatives
- ◇ Developing Leadership in Organizations
- ◇ Facilitating Strategic Planning
- ◇ Promoting Organizational Focus on the Customer
- ◇ Understanding Measurement, Knowledge Management, and Financial Analysis
- ◇ Fostering Workforce Focus
- ◇ Establishing an Operational Focus
- ◇ Leading for Corporate Innovation
- ◇ Supporting Innovation by Applying SBIR Phase III Commercialization Practices

Companies that invest in leadership training realize the benefits in multiple areas of their organization.

↑ Output, Efficiency, Work climate, Sales, Talent retention

↓ Waste, Turnover, Absenteeism, Overtime, Customer complaints

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Penn College operates on a nondiscriminatory basis.