



fluency

Leadership Learning Programs

Overview

We are about learning and growth. Fluency's purpose is to build future-ready, human-centric leaders who forge high performing teams, fuel positive cultures, and deliver extraordinary results. We specialize in working with leaders, teams and individuals in communications, marketing, and the creative industries.

We foster learning through workshops, one-to-one and team coaching, and through longer-term leadership journeys that bring together a range of topics and learning opportunities.

Workshops

We have been operating in an uncertain and complex world for some time now but never on a scale as big as the past three years. Leadership has been disrupted and the role of leading is now more complex. Leaders are required to lead through ambiguity, volatility, complexity, and heightened emotions. If leaders are to thrive and succeed in this new distributed, hybrid and uncertain world, they need to

embrace new mindsets and new skills to lead themselves and others differently.

Fluency's workshops are designed to help leaders become more future-ready, intentional, and inspirational, and to help teams become more cohesive, relational, and productive. Many of them address the complexities of leading in this VUCAH (volatile, uncertain, complex, ambiguous, hyper-connected) world and offer practical learning to navigate the way forward.

We believe real learning happens through demonstrations, discussion, practice, and powerful questions. We encourage real-play not role-play, and we ensure you leave with usable takeaways and practical know-hows that you can integrate and put in action right away. We also offer follow-up learning integration modules to keep the learning alive and on the field of play.

The following highlights all the workshops we offer, which you can select and curate based on the challenges you face, the outcomes you want to achieve, and the learning investment you want to make. We will partner with you to

design the right learning journey for your organization.

Our workshops are scalable and modular and can be designed to address your needs and budgets. They are also delivered online or in person.

FUTURE-READY LEADERSHIP PROGRAMS

The New Language of Leadership: Leading in today's uncertain and tumultuous environment requires new skills and mindsets. This scalable workshop is intended to build future-ready skills and prepare leaders to navigate a complex, ambiguous and changing landscape. It examines the five fluencies that will help you become a future-ready leader: Coach mindset, Clarity, Communication, Adaptability and Empathy.

The Coach Leader: How a Coaching Approach Builds Teams and Future Leaders: Many leaders think they need to have all the answers; in fact, what leaders actually need is all the questions. This three-part workshop leaders to the foundational coaching skills of active listening, natural curiosity, and powerful questions. These skills unlock the potential of others and builds future leaders who are independent, self-sufficient problem solvers.

Building a Cohesive High Performing Team: Based on Patrick Lencioni's Five Dysfunctions of a Team model, this three-part workshop explores the foundational elements of what it takes to build and be a high-performance team: Part 1: Establishing Psychological Safety & Building Trust. Part II: Healthy Conflict & Commitment. Part II Accountability and Results.

LEARNING JOURNEYS FOR EMERGING AND CURRENT LEADERS

We have developed a two-level programming journey for current and emerging leaders: Foundation and Accelerator. The following information highlights the programs within each category. Workshops can be curated in different learning journeys and scaled up or down. The typical duration of these workshops is 2 – 3 hours.

1. Foundation Level Leadership Workshops

How to Build Trusting Relationships: Trust is foundational to all relationships and how teams perform and deliver results. And underpinning trust is psychological safety. This session uncovers what leaders and teams can do to build psychological safety and create and sustain trust.

Giving and Receiving Feedback: Feedback is information that can help us grow and learn, yet we struggle to give and receive it. This workshop highlights appreciation as a form of feedback, offers a reframe on feedback and provides tools to help us improve giving and receiving feedback.

Courageous Conversations: Leadership requires us to go into the tough places and have the crucial conversations that resolve persistent challenges, solve tough problems, and create more space for better conversations. This workshop examines what stops us from having these important conversations and provides a framework to have them with confidence.

Bringing Leadership to Life Through Effective Communications: It is the quality of communication that connects us and provides forward momentum and results. This session uncovers what effective communication looks like in an uncertain and distributed world.

A Framework for Effective 1:1s: This workshop examines why 1:1s matter and how they are an opportunity to build relationships and trust as well as provide feedback. It highlights the mindset and attributes required to run successful 1:1s and enables participants to build a better framework together.

The Leaders Role in Developing Others: If people aren't learning, they are leaving. This workshop explores what leaders can do to support team members with their learning and growth. It highlights the importance of developing both skills and behaviours and the value of leaders, leading by example.

Coach Approach to Delegation and Accountability: It's just easier if I do it myself! Delegating work is a huge challenge for both emerging and current leaders as is our ability to let others accept accountability. This practical workshop explores how we can delegate more and how we can set the stage for others to take accountability to deliver on their commitments.

Embracing Hybrid Leadership: This workshop acknowledges the many challenges to leading teams in a remote/hybrid environment. It invites participants to re-connect and re-recruit team members, enhance inclusion with a remote-first mindset and re-design how work gets done.

2. Accelerator Level Leadership Workshops

How to Think Strategically: One of the hardest transitions for people to make as they accelerate in their career is the necessary leap from thinking tactically to thinking strategically. This workshop helps you to define what good strategic thinking looks like for your team and offers five practices to develop your critical thinking skills. It also provides insights, tools, and reframes, to develop and grow your strategic thinking muscles.

Prioritizing and Gaining Traction: If you don't prioritize your work, someone else will! This workshop explores why prioritizing matters and how it can help you get traction on your most important, high-value work. It examines the prioritization mindset and provides tools and techniques to prioritize work and set boundaries.

Building a Cohesive High Performing Team: Based on Patrick Lencioni's Five Dysfunctions of a Team model, this three-part workshop explores the foundational elements of what it takes to build and be a high-performance team: Part I: Establishing Psychological Safety & Building Trust. Part II: Healthy Conflict & Commitment. Part III: Accountability and Results.

Decisions. Decisions. How to Make Decisions: Decisions are a powerful tool to get things done, move forward and make big changes. Yet, our decisions are fraught with uncertainty, biases, group think and expectations. This workshop examines how we make decisions and what gets in the way. It offers decision making tools and reframes to help us get to better decisions.

Accelerating Growth through Performance Management: Our role as leaders is to help people reach performance standards. This workshop offers a framework for positive performance management and provides ways to re-think strengths and weaknesses and to pinpoint barriers to performance. It also provides a worksheet to have the challenging performance conversation.

Managing Team Systems and Dynamics: Are you a group or are you a team? This workshop addresses this question and outlines the conditions required for team success. It explores how to build cross-team collaboration, and interdependence and enables team members to see the value they contribute. It also provides practical tools to help teams manage foundational systems such as decision making, communications and conflict resolution.

Building a Culture of Creativity and Innovation: This workshop defines creativity and innovation and explores how an organization can build a creative culture and foster innovation. It draws from key lessons from the book *Creativity Inc* by Ed Catmull, Co-Founder of Pixar and former President of Disney Animation.

TEAM DEVELOPMENT WORKSHOPS

Results Through Relationships: This team-building workshop explores a set of Relationship Awareness tools that helps teams understand motive-based behaviours at both the personal and team level. It uses the scientifically validated Corestrengths™ SDI 2.0 Assessment and provides teams with a common language to build effective relationships, reduce conflict and achieve results.

The Pathway to Self-Leadership: Whether leading teams, leading through influence or leading oneself, this workshop is about how we develop ourselves to survive and thrive in a volatile and uncertain world and how we become leaders from the inside out. It explores how we build our self-awareness, the importance of self-management and what gets in the way of self-confidence and how to build it. It also address the importance of life-long learning through self-development.

SKILLS DEVELOPMENT – LEADERS AND TEAMS

The 4 Ps of Presenting: Being a confident presenter is a differentiator and an increasingly important leadership attribute. Learn how embracing purpose, preparation, practice, and performance can change your game.

The Power of Key Messages and Storytelling: This workshop provides a model and framework to help you communicate with clarity using key messages and compelling stories that captures minds, hearts, and commitment.

How to Think Strategically: One of the hardest transitions for people to make as they accelerate in their career is the necessary leap from thinking tactically to thinking strategically. This workshop helps you to define what good strategic thinking looks like for your team and offers five practices to develop your critical thinking skills. It also provides insights, tools, and reframes, to develop and grow your strategic thinking muscles.

Team Coaching

As ICF certified coaches, we facilitate the critical and courageous conversations that help leadership teams align and move from current state to a desired future state. Through inquiry, discussion, and participation, we work with teams to maximize their collective talents, build high-performance cultures, and increase their leadership effectiveness.

Team Coaching is particularly an effective learning modality for Senior Leadership Teams. The ability for the most senior leaders to role model their organization’s desired core leadership attributes, which can then be “pattern-matched” and embedded by other leaders, is a critical success factor for a learning culture to flourish. Rather than having Senior Leadership Teams learn through an instructional modality, an inquiry-led, conversationally driven team coaching approach, surfaces insights, learning and solutions is a more effective approach for Senior Teams.

When it comes to Team Coaching, we partner with you to determine the most important conversations and learning your teams need to tackle. Fluency then provides the best container and framework for the discussion. The input, ideas and actions come from the team. Here are some of the topics we’ve facilitated with leadership teams:

- How to Define Our Leadership Brand
- How to Define Our Team Culture
- How to Embed Feedback in the Culture

- Building a High-Performance Team
- How to Have Courageous Conversations
- Navigating Uncertainty and Ambiguity.
- Building a Performance and Results Culture.
- Building a Consistent Model for Effective 1:1's
- Aligning our Personal Development Plans Processes

Connecting With Us

Let's have a conversation about your needs and how we can help. To learn more about us and our services, visit www.fluencyleadership.com or feel free to email us at hello@fluencyleadership.com.

Contact us directly @ Catherine Ducharme catherine@fluencyleadership.com and @ Colin Macrae colin@fluencyleadership.com. Click [here](#) to subscribe to our newsletter for leadership content.

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