



fluency

Leadership & Team Workshops

OVERVIEW

Fluency's workshops empower leaders to become future-ready, human-centric, intentional, and inspirational, while transforming teams into cohesive, relational, and productive units. Our programs tackle the challenges of leading in a VUCAH (volatile, uncertain, complex, ambiguous, hyper-connected) world, offering practical strategies for forward navigation.

Each workshop provides actionable takeaways and practical skills for immediate implementation. We embed demonstrations, discussions, practice, real-play, and powerful questions to ensure effective learning. Follow-up integration modules keep the learning alive and relevant.

Customize and curate workshops based on your specific challenges, desired outcomes, and investment. All workshops are scalable, modular, and available online or in person.

LEADERSHIP DEVELOPMENT WORKSHOPS

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 all the answers; in fact, leaders need all the questions. This three-part workshop leads to the foundational coaching skills of active listening, natural curiosity, and powerful questions. These skills unlock the potential of others and build 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 III: Accountability and Results.

How to Build Trusting Relationships: Trust is foundational to all relationships and how teams perform and deliver results. Psychological safety underpins trust. 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 our giving and receiving.

Courageous Conversations: Leadership requires us to go into tough places and have 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 for having them confidently.

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 Leader's 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.

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 session explores how we can delegate more and how we can set the stage for others to take accountability for delivering on their commitments.

Embracing Hybrid Leadership: This learning session acknowledges the many challenges of 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.

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.

Decisions. Decisions. How to Make Decisions: Decisions are a powerful tool for getting things done, moving forward, and making big changes. Yet, our decisions are fraught with uncertainty, biases, groupthink, 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 make 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

The Pathway to Self-Leadership: Whether leading teams, leading through influence or leading ourselves, 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, what gets in the way of self-confidence and how to build it. It also addresses the importance of life-long learning through self-development.

(See also [The Confident Presenter](#) and [Results Through Relationships and Strategic Thinking](#) for more Team Programs.) <<apply links when live>>

LET'S CONNECT

Let's find the right development for your leaders and their teams. Contact me directly @ Catherine Ducharme catherine@fluencyleadership.com. Or [book a no obligations conversation](#) to explore more

fluency

Continued...

