



CASE STUDY

Virtual Next Level Leadership Training



CASE STUDY VIRTUAL NEXT LEVEL LEADERSHIP TRAINING



NEW-MIDDLE LEVEL LEADERS

Next Level Training Solutions Group is a consulting company that specializes in providing customized training solutions to businesses that help them develop their employees' skills. When the Covid-19 outbreak hit, the company had to pivot from providing in-person training to virtual training options to accommodate the new virtual work environment. As a result, Next Level Training Solutions Group created a 6-week virtual leadership training program to provide businesses training and development for their leaders during the pandemic and we are currently offering this program twice a year to compete with the current demand for remote learning.

The training was conducted virtually using interactive online tools to keep leaders engaged. The training required completing a series of modules, homework assignments, and participating in a close social media group. The program focused on topics such as self-awareness, emotional intelligence, and goal setting. Also, subject matter experts were invited as guest speakers for discussion sessions and Q&A that allowed leaders to reflect on their own leadership experiences and learn from peers from other organization and experienced leaders.

This course is divided into three crucial leadership areas: self-leadership, team leadership, and organizational leadership. Each part of the training had specific objectives and outcomes that aimed to improve the skills and capabilities of a leader.

SELF-LEADERSHIP

The objectives of this part of the training is designed for leaders to develop a deeper understanding of their own leadership style, strengths, and weaknesses. The aim is to support leaders and identify areas of improvement and create action plans to enhance their leadership skills.

TEAM LEADERSHIP

The second part of the training program focused on team leadership. The objectives of this part of the training were to facilitate leaders with developing skills and techniques to effectively lead their teams, including managing conflict, building trust, and communicating effectively. There is a focus on being an inclusive leader to support diversity, equity, and inclusion.

ORGANIZATIONAL LEADERSHIP

The objectives of this part of the training were to assist leaders to develop skills and strategies to effectively lead their organizations, including strategic thinking, change management, and innovation. To effectively lead their team to increase productivity which has a real impact on the bottom line.



TINA GILBERT

Founder

Next Level Training Solutions

Our mission is to deliver innovative professional development services and solutions for individuals and organizations to promote growth.

TRAINING CURRICULUM

PART 1 – SELF-LEADERSHIP

- **DISC Assessment** is a personal assessment tool used to help improve one's communication skills. This assessment will improve your communication, productivity, and learn to manage effectively and improve working relationships. DISC is an acronym that stands for the four main behaviors traits: Dominance, Influence, Steadiness, Conscientiousness
- **Emotional Intelligence** is an important skill for anyone, but it is especially critical for those in leadership roles. Being an emotionally intelligent person means understanding yourself, but also the team you lead as well

PART 2 – TEAM LEADERSHIP

- **Communication Skills: Sending the Right Message** Effective communication skills are essential for success in the workplace. During our current times, effective communication is more necessary than ever before. It is the foundation for a great customer service experience and interaction. This workshop will help participants develop skills to navigate through a variety of communication situations and increase professional leadership credibility.
- **Team Accountability** This course will outline a powerful model and action steps to build cohesive and effective teams. One of the major responsibilities of a leader is to hold others accountable for doing the work. Leaders will learn the five basic dysfunctions that can occur within a team and how to build accountability and increase productivity in their organization.

PART 3 – ORGANIZATIONAL LEADERSHIP

- **Building Inclusive Teams** It is imperative that all of us are respectful and understanding of each team member's beliefs and ways of life. This may mean that we must sometimes be strategic in the way that we group team members so that potential conflict is minimized, and cohesion is maximized. Building effective teams is not an easy task, and that is why it is critical that we understand and accept our differences. Having inclusive teams is critical for achieving our diversity, equity, and inclusion goals.
- **Driving for Results** Organizational culture is, in short, the shared beliefs, values, norms, and language patterns of a team or organization; in a way, it is how each team member communicates with the world at large. It may not seem easy at first, but by understanding our team members' background, productivity can increase the effectiveness of an organization.

PROBLEM STATEMENT:

New to middle-level leaders in non-profit, city government agencies, and small to mid-size organizations often need additional skills and experience to effectively lead and manage employees, and projects, and build credibility as a new leader. This can lead to mediocre performance, low employee morale, and unfulfilled organizational goals. Therefore, it is important to provide training and support to leaders to ensure they are equipped with the necessary skills and knowledge to succeed.

CHALLENGE STATEMENT:

Non-profit organizations provide support services to vulnerable populations in the communities they serve. City Government Agencies are responsible for providing services to the public and community. In both cases, they have recognized the importance of investing in leadership training for their new to middle-level leaders. Traditionally these types of organizations have limited staff and training budgets and using outside consultants can be helpful fix to invest in development needs.

This training program was tailored to meet the specific needs for the development of leaders. This training program provides direct experience, practical examples, and problem-solving exercises that the leaders can apply in their work. The training programs will also provide opportunities to interact with experienced leaders and mentors who will serve as role models and provide guidance.

1. Resistance to change: Some leaders are reluctant to participate in leadership training programs, believing that they don't need it or that it would be a waste of time.
2. Limited resources: Some organizations have limited budget for training and development programs, which restricted the scope and duration of leadership training initiatives.
3. Varying skill levels: Leaders may vary in their leadership skills and experience, with being new to management roles and others having more extensive managerial experience.

OUTCOME STATEMENT:

The leaders will be able to communicate more effectively, motivate their teams, delegate tasks, problem-solve, and resolve conflicts proactively. This will result in improved overall organizational performance, increased employee morale, and better outcomes for the community served.

1. Improved retention: The company saw a reduction in employee turnover rates, as managers were better equipped to lead and engage their teams.
2. Increased productivity: The training program led to an increase in employee productivity as leaders were able to provide clearer direction and support to their teams.
3. Positive culture change: The training program contributed to a more positive, collaborative work environment, as leaders were better equipped to communicate and collaborate with their employees.
4. Improved bottom-line results: Organizations saw improved financial performance, as productivity gains and reduced turnover had a positive impact on the bottom line.

CONCLUSION STATEMENT:

New to middle level leaders in non-profit and city government agencies need specialized training and support to effectively lead their teams. Failure to provide such training can result in mediocre performance, low employee morale, and unfulfilled organizational goals. By investing in leadership training, organizations can ensure that their leaders are equipped with the necessary skills and knowledge to succeed, resulting in improved organizational performance and better outcomes for the community served.

Leadership training can be a valuable investment for organizations looking to improve employee engagement, retention, and productivity. Customized training programs that are tailored to the specific needs of the organization can be particularly effective, as they help to build buy-in and ensure that training is relevant to the business. Ongoing support and coaching can help to reinforce learning and ensure that newly acquired skills are successfully applied in the workplace.

PAST PARTICIPANT FEEDBACK

What did you find particularly beneficial about the training that you might not have received from other leadership courses or training programs?

I loved the diversity and inclusion session. It brought different perspectives from diversity that often are overlooked when discussing this important topic in our society. Many of the challenges discussed, I or my family have experienced ourselves and have learned how to react to it and even educate others when the opportunity arise about culture differences/sensitivity and how to be respectful to that. How to learn from other's perspectives, challenges, culture and backgrounds as to enrich our own knowledge and foster better interactions and relationships.

Can you describe a specific skill or concept you learned during the training that helped you in your current role? Or, share how you've applied what you learned in the course to a real-world leadership challenge.

Taking the initiative is a big deal for me. I struggled in this area before taking this course. It has taught me to take the "bull by the horn" and go for it. I used to be the one who waited for the approval of others and asked more questions for fear of failure. Now I've learned that we all fail sometimes, and we should learn from those experiences. We shouldn't be scared to take the first step, and it's also OKAY to ask for help if you don't understand something. There's no such thing as a stupid question.

If you were recommending this course to a friend or colleague, what key benefits or selling points would you highlight?

First thing is showing where strengths are and using different tools such as communication, organization or leadership. Team work is key.

How did the virtual format impact your ability to connect or network with other participants in the training?

We didn't have many options because of COVID and the fact that there were people from different geographical areas. Technical issues where sometimes part of it, but generally speaking was effective. We now have way more tools and knowledge available about how to navigate through the virtual meetings world so I imagine that each session gets better on that part.

In what ways has your leadership style or approach changed since taking this course?

I would say it has develop in me a curiosity to read and research more about servant leadership and leading with empathy, which I have done a whole lot since then. I have incorporated those skills learned through that process into my own leadership style, which is ID and the result has been better relationship building and the ability to approach difficult conversations with empathy. I have learned that more you advance in your career, the more conflict situations you will be exposed and expected to resolve, so is important for me to master having difficult conversations in an effective way. The goal is always lift others while maintaining the expected quality of service and performance expected.

FOR MORE INFORMATION

Tina Gilbert, Founder



Website:

NextLevelTrainingSolutions.com

Email:

Tina@NextLevelTrainingSolutions.com

Phone:

(501) 960-4300

Address:

PO Box 7704, Springdale, AR 72766