After reading about *Leaders in Action*, do email me at info@juliehamilton.com or call me on Canada 604-682-2689 for more information on what other leaders and participants are saying about this program. I would love to discuss how this program could help you build the capacity of your front line leaders for your organization’s future success.

**Leaders in Action – a front line leadership program**

**Purpose:** To equip front line supervisors with key leadership skills and support their effectiveness in leading within ever changing, complex organizations.

**Introduction**

This leadership development program includes 3 inter-related strategies to support frontline leaders to learn and apply improved leadership skills at work -

1. 6 skill development modules, 8 days of training
2. One on one executive coaching sessions between modules to build capacity
3. An Action Learning Team formation – to create a dynamic network of leaders to work together on a relevant project to implement an innovation or solve a business challenge within their organization.

This PDF document provides the following:

- A thumbnail description of the 6 leadership skill development modules
- An overview of the action learning component
- A review of the one on one coaching component
- Contracting options
- References
The 6 Skill Development Modules

Module 1  
Knowing Your Leadership Style (2 days)

Using the Myers Briggs Type Indicator as the chosen self-assessment tool, this foundational module is designed to raise self-awareness of each participant’s communication and leadership style, and to build on their strengths and explore addressing challenges.

Learning Outcomes: By the end of this 2-day module, participants will be able to:

- Describe how their leadership style impacts others & how to use their communication strengths with their teams
- Demonstrate the skills of giving feedback
- Recognise the tools for managing change and transition.
- Describe action learning and have chosen their project
- Build an action plan to develop their strengths and address their challenges

Module 2  
Leading Others through Change (1 day)

This module focuses on practical tools and techniques to manage and guide others through change.

Learning Outcomes: By the end of this 1-day module, participants will be able to:

- Respond with empathy to varying emotional responses to change and transition from team members e.g. cynicism, fear, frustration etc.
- Demonstrate balanced communication using the 4Ps method
- Develop an action plan to apply the skills at work

Module 3  
Coaching for Performance (1 day)

This module introduces participants to the power of coaching and building the capacity of their teams to address day-to-day challenges and opportunities in the workplace.

Learning Outcomes: By the end of this 1-day module, participants will be able to:

- Describe the value of team and individual coaching in the workplace
- Outline the leader’s role as coach in achieving the business strategy
- Describe the skills of coaching (e.g. asking powerful questions)
- Develop an action plan to both build on strengths and improve coaching skills
**Module 4   Transforming Teams (1 day)**

Leading a team successfully requires a combination of communication skills, understanding of self and recognition of what a high performing team is. This module focuses on identifying what a leader needs to model to support his/her team become a high performing one.

Learning Outcomes: By the end of this 1-day module, participants will be able to:

- Describe the key characteristics of a high performing team
- Recognise and outline the stages of team development
- Describe the impact MBTI type has on team work
- Identify areas of strength and possible areas of weakness in their own team
- Develop an action plan to continually develop and grow their team

**Module 5   Conflict to Collaboration (1 day)**

The tools of being able to build collaboration and satisfy customers/clients are core skills for front line leaders. In this module, the participants assess their conflict handling style (Thomas Kilmann Conflict Management Inventory) and practice advancing their communication skills learned in former modules, with specific techniques to defuse anger and facilitate collaboration, whether it is one on one or within a team.

Learning Outcomes: By the end of this 1-day module, participants will be able to:

- Describe their beliefs, values and attitudes towards conflict
- Recognize their own and other conflict handling styles
- Demonstrate a collaborative style of conflict management (VOUCH)
- Develop a personal action plan to handle conflict effectively

**Module 6   Appreciative Leadership and Celebrating (2 days)**

This final module will introduce the methodology of appreciative inquiry and connect all the leadership threads of the previous 5 modules. On Day 2 in the afternoon, the senior leadership will be invited to a presentation by the participants to hear the results & recommendations of their action learning project and how the participants are practicing what they have learned in the workplace. The module will conclude with the graduation ceremony & celebration!

Learning Objectives: By the end of this 2-day module, participants will be able to:

- Describe the principles of appreciative inquiry as a change methodology
- Present their action project and gain support for their recommendations
- Recommend how leadership capacity can continue to be built in their organization
- Graduate
**Action Learning Project component**

Action learning is focused on solving real organizational challenges or creating new opportunities. The action-learning project requires the LIA participants to form a team and choose a specific business issue or opportunity to address through research and idea generation. The LIA cohort presents their project recommendations to senior leadership at the end of the LIA program. Then, if the senior leaders accept the project recommendations, the LIA cohort takes responsibility for implementing their action-learning project in the organization after the completion of the program. *Leaders in Action* integrates this learning method into each module of the program, as there are two distinct benefits:

1. Participants learn as a by-product of their team experience. While working on the LIA team, the participants are learning about working cohesively in teams in real time with an issue or challenge that they have chosen.

2. The action learning process creates an opportunity for the team to form a dynamic network of frontline leaders *within their community*, who are working on an issue important to the organization, and this creates confidence and capacity to continue to do so after the program is complete.

**One to One Coaching**

After Modules 1 - 4, one on one coaching (40 minutes) with a qualified executive coach is provided for each participant. This unique support builds the capacity of the participants to manage bigger challenges and get clear on the type of leader they want to be.

In addition, peer coaching is built into each module so the participants share their learning of applying the new skills back in the work place, which builds the community and relationships of the leaders participating. Research shows that coaching is invaluable in supporting the transfer of skill learning to the workplace and building individual accountability for utilizing the learning at work.

**Why Leaders in Action works**

In summary, the combination of the experiential skill development modules, the coaching philosophy, and the action-learning project in this unique *Leaders in Action* program creates a strong network of frontline leaders in your organization, with the capacity to lead through the changing demands of organizational life while inspiring their teams to be the best they can be.
Leaders in Action Contracting Options

There are two options -

Option A:  Julie and the LIA Faculty manage and deliver the Leaders in Action programs in your organization

Julie and her LIA Faculty can provide multiple, concurrent LIA programs in your organization. Generally the numbers are 20 - 25 per cohort, however smaller and larger cohorts (up to 40) are available too. Please contact Julie directly to discuss at Canada 604-682-2689.

Option B: A Leaders in Action Licensing Agreement

If you are interested in building the internal capacity of your trainers, facilitators and coaches to offer Leaders in Action in house, a licensing agreement is available.

To fulfill the requirements for licensing involves –

1. Julie and her LIA faculty facilitating the first Leaders in Action program with the LIA Facilitators/Coaches-in-Training joining other frontline leaders from your organization to complete the program as participants.

2. The LIA Facilitators/Coaches-in-Training will then complete an 8 x day Train the Trainer (split into 2 x 4 day sections) to equip the facilitators/coaches in –

   • The strategy to set LIA up for success with senior leaders in your organization
   • Project management systems for the skills development modules, coaching and the action learning project
   • An experiential teaching of how to deliver the content of the 6 modules of the program i.e. 8 days of delivery with trainee practice
   • Maintaining the LIA principles and practices of quality executive coaching
   • Sustaining the Momentum- strategies for continuing to build the capacity of your frontline leaders after Leaders in Action is complete.

3. Co-facilitation with members of the current LIA Faculty, of a second Leaders in Action program in your organization. During this time, the LIA Facilitators/Coaches-in-Training will be given coaching & mentoring and if they successfully meet the LIA quality standards, Julie Hamilton will certify them as a member of the LIA Faculty. Then, your internal team will be qualified to deliver LIA programs under licence.
The Leaders in Action Faculty

Julie Hamilton, MSc: Project Manager and Master Facilitator

Julie is the designer and facilitator of Leaders in Action (LIA) which she first launched in the United Kingdom and since then, has evolved the program to continue to support frontline leaders manage complexity within their organizations. She has facilitated 16 thriving cohorts in Canada & due to demands for Leaders in Action, now offers a Train the Trainer program & licensing model. Leaders in Action is currently under a licence agreement in a major organization of 22,000 employees. As an organizational development consultant and facilitator, she has worked for and consulted with organizations undergoing major change in the private and public sectors in Canada, the United Kingdom and Ireland. She has a Masters of Science in Performance Management and Training (Leicester University, England) & a Bachelor of Laws (Edinburgh University, Scotland).

TC (Teresa) Waisman, MA: Master Executive Coach

TC is the Master Executive Coach for Leaders in Action and has successfully coached 16 cohorts to achieve their business and personal leadership goals. TC is the trainer for all new coaches to the LIA Faculty. With a Masters in Organizational Leadership and Training, TC combines her knowledge and no-nonsense coaching approach to move her clients towards their goals. TC specializes in working with new leaders to integrate into their role and become aligned with the organizational culture. TC is a certified Coach through the Coaches Training Institute and is committed to lifelong learning. TC obtained her Masters of Arts degree in Leadership and Training from the Royal Roads University, Victoria, British Columbia, Canada.

Erica Groshler, MA: Master Facilitator

Erica is a Master Facilitator of Leaders in Action and has facilitated 8 exceptional Leaders in Action cohorts. She is passionate about supporting LIA participants through the demands of the 6 Modules and assisting them to become more self aware to how they show up as leaders. Erica brings vast industry experience, having worked with healthcare, transportation, automotive, high technology, real estate, banking, metallurgy, government and utilities. Her goal is to help clients by facilitating authentic communication so they become stronger and more effective leaders. Erica holds a Masters degree in Educational Technology (Concordia, Montreal) and a Bachelor's degree in Industrial Relations (McGill University).

Alison van Buuren, MBA: Senior Executive Coach

Alison is a Senior Executive Coach for Leaders in Action, powerfully coaching participants to achieve their goals in 5 LIA cohorts. She is a highly experienced facilitator, organizational development consultant and Executive Coach. She works primarily in North America in a diverse array of industries; healthcare, oil and gas, banking, retail and telecommunications. As a coach, she has a direct yet supportive style. She has a strong ability to use effective questions to deeply explore clients’ unconscious patterns leading her clients to transformational change. She holds her MBA with a specialization in Leadership and her Executive Coaching certification from Royal Roads University. She received her certification in Mediation and Conflict Resolution through the Justice Institute of British Columbia, Canada.
What senior leaders are saying about Leaders in Action

"Mission and Abbotsford Hospitals rolled out Julie Hamilton & Associates' Leaders in Action (LIA) program with two separate cohort groups of leaders over a year and a half ago. Just last month, this group of leaders shared with me the gains they have acquired from having taken LIA and the benefits they have sustained as a result of it. These include:

- Improved functioning of how they work together as a team
- Conceptualizing what it means to be a leader in our organization (i.e., rather than looking to their top leaders to tell them what to do/how to be, they realize they can bring their own leadership strengths to their role and to their teams)
- Seeing the big picture within the overall system
- Understanding themselves and how they occur for others and making the necessary adjustments

I also notice a difference in those leaders who report to me that have taken the LIA program from those who have not; I find those who have taken LIA 'get it' quicker and this makes it easier for me in my role. One of the most important things from this program is that, almost two years later, I am still noticing them applying their learned leadership skills. I would highly recommend the LIA program for any organization looking to develop their leaders in a sustainable manner."

Rhonda Veldhoen, Program Director Medicine and Neurology, Fraser Health Authority

Congratulations on accepting your first “formal” leadership position!

"Have you ever been in the position of saying these words to a new leadership hire? As a Director in a busy and ever changing environment – hiring new and inexperienced leaders into frontline positions can cause any senior leader a great deal of anxiety and worry. How will I have the time to mentor him/her to be successful?

Leaders in Action – a front line leadership program was just the course my frontline leaders needed. The curriculum provides new and seasoned leaders with the knowledge they need to be not only self reflective, but also how to confidently lead with their new skills of giving feedback, managing change and transition and building adaptive teams back at work. The eight days of training over a period of 6 months provided my leaders with the ability to gain useful knowledge and at the same time, the 1:1 personalized coaching sessions supported them take the next step in applying new skills at work.

Julie Hamilton has the expertise and leadership to deliver Leaders in Action in a very kind and caring manner- this is important to new leaders- feeling comfortable with their presenters so they will share and learn together.

Leaders in Action has been a rewarding learning experience for the many leaders I have engaged to participate. The benefits I have seen post graduation are more confident and reflective leaders with the ability to make thoughtful decisions while effectively communicating with and appreciating the staff they are leading."

Martha Cloutier, Emergency Program Director Surrey Memorial, Delta Hospital and Peace Arch Arch Hospitals