



## *LEADERSHIP DEVELOPMENT COURSE (LDC)*

The Leadership Development Course (known as LDC) equips individuals to become more effective leaders, supervisors, and managers. Some of the concepts and skills learned are:

- How to create/structure/organize a message to facilitating more effective transfer of information and/or expectations to others preventing misunderstanding
- How to make oneself more credible and effective when resolving customer issues, dealing with difficult situations, and/or trying to convince others your solution is feasible
- Gaining real insight into what makes people/employees do what they do and act/ behave/perform like they do so we can improve their performance
- Developing techniques to successfully facilitate change in the workplace with less resistance
- Knowing when it is appropriate to micro-manage and then when to delegate
- Giving Instructions – perhaps the most difficult skill set we need to master!
- Giving and Receiving Feedback – our company runs on effective feedback
- How to help others remember important information/instructions
- Improve our Verbal and non-verbal Communication Skills –interpersonal, coaching, and stand-up presentation
- Visual Communication Skills – 65% of our employees are primarily visual yet most communication is delivered through “telling/talking”
- Make business meetings, job site briefings, and crew meetings engaging – making it “active or interactive” rather than “passive”

During this five-day workshop, we will have the opportunity to practice these and other skills, both individually and with a learning partner. Approximately 80 percent of our class time is interactive, with us all learning by participating.

LDC has been delivered to leaders, managers, supervisors, and front-line employees across Knife River, MDU, & WBI receiving excellent reviews.