

Intentional Leadership Workshop: Mindful Leaders Make a Measurable Difference with Barbara Burke

WORKSHOP OVERVIEW

Learning Outcomes:

- How to apply each of the Five Foundations of Intentional Leadership for maximum impact.
- How to sharpen your “inner game” as a fully realized, mindful leader.
- Learn the crucial role self-awareness plays in long-term success.
- Understand intrinsic motivators and how to tap into all three.
- Learn to use mindfulness to create stronger, more resilient teams.

Pre-Work:

- Complete pre-workshop on-line survey.
- Read the book, *The Monkey, the Moon & Maybe: How to Embrace Change & Live Fearlessly*.

I. Introduction.

- Goals of the Workshop.
- Guidelines for the day.
- What’s Top-of-Mind for us? Pre-workshop survey results.

II. Overview of Five Foundations of Highly-Effective Intentional Leaders

- Purpose; Values; Mindfulness; Resilience; Compassion.

III. The Five Foundations: A deep dive

#1: Purpose.

- Motivation 3.0 – surprising research findings on what motivates us.
- Intrinsic Motivators: Autonomy Mastery. Purpose.
- Small group exercise: How to tap into intrinsic motivators.

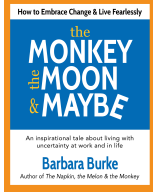
#2: Values.

- How core values can guide desired behavior.
- The 3 Ps: Personal Responsibility. Positive Regard. Proactive Resolution.
- Small group discussion: Video: Did I do okay?

#3: Mindfulness.

- Mindful attention as a critical success factor.
- How to apply mindfulness (SODA) to optimize outcomes.
- The Power of The Pause.
- Small group exercise: the “space in the middle.”

#4: Resilience



- Life is messy. (It's supposed to be.) (Aha! #26)
- Why resiliency is a key component to happiness.
- React or respond. You decide. (Aha! #27)
- Discussion: Employee Change Fatigue

#5: Compassion.

- Compassionate leadership starts with self-compassion.
- Creating a Culture of Kindness.
- The Pay-it-Forward Effect
- Group exercise: When kindness really counts.

IV. Wrap Up Discussion

- Intentions circle.
- Personal takeaways.
- Going forward. How to turn intentions into measurable results.

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Who should attend this workshop?

The workshop was designed with supervisors in mind. However, organizations have benefited greatly from including other leaders responsible for the success of the contact center: managers, supervisors, team leads, coaches, QA specialists, trainers, and work force management specialists. Regardless of their area of responsibility, participants always discover new ways of working better together.

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