CST Puts Our Documents Into Practice

Barry-Wehmiiller

GUIDING PRINCIPLES OF LEADERSHIP

We measure success by the way we touch the lives of people.

A clear and compelling vision, embodied within a sustainable business model, which fosters personal growth.

Leadership creates a dynamic environment that

- is based on trust
- brings out & celebrates the best in each individual
- allows for teams and individuals to have a meaningful role
- inspires a sense of pride
- challenges individuals and teams
- liberates everyone to realize "true success"

Positive, insightful communication that empowers individuals and teams along the journey.

Measureables allow individuals and teams to relate their contribution to the realization of the vision.

Treat people superbly and compensate them fairly.

Leaders are called to be visionaries, coaches, mentors, teachers, and custodians.

As your sphere of influence grows, so grows your responsibility for stewardship of the Guiding Principles.

We are committed to our employees' personal growth.

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LIVING LEGACY OF LEADERSHIP

The convergence of the Guiding Principles of Leadership and Lean Enterprise

We commit to a sustainable leadership model that creates a culture where each of us returns home with a sense of fulfillment.

- Share the vision of a robust future, driven by empowered individuals working in teams, committed each day to continuous improvement
- Chart our progress in a way that reflects our passion for people
- Daily communication, sharing, and listening:
  - Connects team members to the vision
  - Recognizes, encourages, and inspires people
- A partnership of trust fosters an environment of responsible freedom:
  - In an environment of responsible freedom, we inspire leaders, nurture our gifts and talents, and ask for feedback, and are accountable for the outcomes.
- By coming together in cross-functional teams, we leverage our collective knowledge and build empathy for others, working in improved processes:
  - When we have empathy, we understand, respect, and value others' perspective.
- As leaders, we encourage others to discover, develop, and apply their talents, enabling them to reach their full potential:
  - Each of us has the capacity to lead and inspire others through our actions.
- Through recognition and celebration of individual and team achievements, we strengthen the heart and soul of the organization.

As we move forward on this journey, we will be inspired to engage our head, heart, and hands to create habits that result in extraordinary levels of achievement and fulfillment.

Communication Skills
Barry-Wehmiller University is founded upon the conviction that it is our responsibility to develop an integrated, inspirational and sustainable way of living our L3 vision.

It is our belief that we can use the power of business to dramatically impact the world in a positive way.
Module Breakdown

- **DiSC:**
  Participants gain a sense of their own communication profile while learning about core behavioral tendencies in themselves and others. This module helps participants appreciate the diverse contributions that team members bring to the table and enhances the relationships that are central to our life at work.
Module Breakdown

- **Communication Cycle:**
  Participants learn the foundation of *effective communication* by reviewing the communication cycle and the roles *nonverbal communication* and *listening skills* play in developing strong interpersonal relationships.
Module Breakdown

- Nonverbal Communication:
  Participants learn that our words are just one component of many that convey our messages to others; that a large portion of one’s personal communication is expressed through non-verbal communication, such as Posture, Gestures, Facial Expression and Speaking Tone. This module teaches the core mantra of Communication Skills Training: "I am the message!"
Module Breakdown

- **Reflective Listening:**
  Participants will discover and experience how *basic* listening skills and the *active* listening response empowers people to help others, improve relationships, and increase the opportunity for *personal* and *team* achievement.
Module Breakdown

- **Effective Confrontation:** Participants will learn the common misgivings surrounding confrontation and will be provided with a *practical* method to *positively* and *respectfully* address issues with others that *create change* and enable people to truly get their needs met.
Module Breakdown

- **One to Others:**
  Participants will learn how to apply the four core concepts of CST to their relationships with others, be inspired to focus their practice of CST to their Circle of Influence, and become aware of the Five Dimensions of team development.
Module Breakdown

- **Learn. Commit. Do (Conclusion)**

  Participants will connect the key ideas of course to their personal practice, prepare and present a CST class report-out presentation, anticipate the post class reentry process and formulate realistic expectations for your own actions.