



Missouri Training Institute  
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*Leadership Development Program*

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# Proposal for

## University of Connecticut Extension

# Introduction

As a continuing education department in the University of Missouri's Trulaske College of Business and MU Extension, The Missouri Training Institute (MTI) provides customized training solutions to public, private, and not-for-profit organizations to improve business performance and grow organizational effectiveness. For almost 30 years, MTI has helped thousands of organizations reach success by strengthening their capacity through leadership, management, supervision, curriculum design and delivery, and human resource training.

MTI is pleased to offer this leadership development proposal to UCONN Extension. The proposal outlines a three day interactive leadership development program for approximately 20-25 UCONN Extension faculty and professional staff.

## Proposed Leadership Curriculum

Day One: Leadership Self-Awareness  
9:00 am – 12:00 pm

*"One can have no smaller or greater mastery than mastery of oneself."* Leonardo da Vinci

The pathway to leadership starts from within. It is an inner journey that begins with an honest examination of who you are and helps you envision the kind of leader you want to be. It's about knowing your strengths, your talents, your weaknesses and opportunities for improvement. Leaders who practice self-awareness look inward to know themselves, improve themselves, and balance themselves. Day one of this leadership journey begins with emotional intelligence. Participants will analyze their EQ-i 2.0 assessment results and explore how these results can enhance or diminish their leadership capacity when working with others.

Learning Objectives:

- Define emotional intelligence.
- Analyze and reflect on your EQ-i 2.0 assessment results.
- Discuss strategies for incorporating EQ-i 2.0 assessment results to build leadership capacity.

# Curriculum Outline (con't)

Day One: Building Effective Relationships

1:00 pm – 4:00 pm

*“The meeting of two personalities is like the contact of two chemical substances: if there is any reaction, both are transformed.”* Carl Jung

Armed with the knowledge of emotional intelligence and their personalized results, participants will examine what it takes to build effective and influential relationships with those they lead. This session will focus on building credibility as a leader, earning the trust of others, and understanding the difference between leading people and managing things.

Learning Objectives:

- Identify four pillars of building leadership credibility.
- Compare and contrast the differences between leadership and management.
- Define trust and the outcomes of low trust relationships.
- Identify leadership behaviors that earns trust from others.

# Curriculum Outline (con't)

Day Two: Communicating Successfully As Leaders  
9:00 am – 12:00 pm

*“The single biggest problem in communication is the illusion that it has taken place.”* George Bernard Shaw

Effective communication is the conduit for leaders to productively engage with others. As leaders, successful communication establishes a connection that leaves a powerful and positive impression with those you attempt to influence. This session will closely examine several guiding principles to improve a leader's ability to communicate effectively with others.

Learning Objectives:

- Review the communication process and identify common pitfalls where communication breaks down.
- Discuss and practice facilitative communication strategies to grow influence with others:
  - Enhance self-esteem of others.
  - Improve listening skills.
  - Ask influential questions.
- Define how leaders communicate meaningfulness to tap into their followers' motivations.

# Curriculum Outline (con't)

Day Two: Conflict Resolution

1:00 pm – 4:00 pm

*“An eye for an eye will only make the whole world blind.”*  
Mahatma Gandhi

In the workplace, healthy differences can easily escalate into full blown conflict. Leaders whose tendency is to avoid conflict risk lower levels of trust, poor morale and teamwork, and decreased productivity. This session enables leaders to address conflict quickly and effectively by recognizing the signs of conflict, assessing each conflict situation, and serving as a catalyst to encourage those involved to achieve resolution.

## Learning Objectives

- Define the progressive stages of conflict.
- Identify five conflict management styles and when to use them for different outcomes.
- Discuss a six step process for working through conflict in a collaborative way.

# Curriculum Outline (con't)

Day Three: CliftonStrengths 34

9:00 am – 12:00 pm

*"I believe that every person is born with talent."* Maya Angelou

According to Gallup's 2017 State of the Global Workplace Report, people who use their strengths every day are six times more likely to be engaged on the job. Additionally, teams that focus on strengths every day enjoy 12.5% greater productivity. Gallup's CliftonStrengths 34 assessment reveals a complete talent profile of all 34 CliftonStrengths themes. By having a deeper understanding of your unique talents, leaders gain confidence in who they are, and find ways to achieve success in spite of their weaknesses.

## Learning Objectives

- Introduce the CliftonStrengths framework.
- Review and analyze individual assessment results by exploring participants' top talent themes.

Day Three: Leading Teams

1:00 pm – 4:00 pm

*"Alone we can do so little, together we can do so much."* Helen Keller

This session will address the interpersonal and organizational advantages of working together. Using experiential learning exercises as a metaphor for what it takes to lead a high-performing team, this session offers leaders many strategies to bring people together, develop shared values, and empower them to accomplish mutual goals.

## Learning Objectives

- Identify and discuss five stages of team development.
- Examine leadership strategies to enhance team relationships and productivity.
- Participate in experiential learning activities that challenge a leader's ability to influence and guide their teams.

# Instructors



**Dewey Thompson** is the Director of the Missouri Training Institute, a partnership between the Robert J. Trulaske, Sr. College of Business and University of Missouri Extension. Dewey started his career as the training coordinator for a local bank, providing orientation and training services for new employees and coaching all staff on strategic organizational changes. He also worked as an independent contractor providing consultation and training services to the workforce development system at the Federal, State, and local

levels. Most of Dewey's work centers around making people more comfortable with the rapid changes that are occurring in the workplace and helping staff realize their full potential in serving a vast array of co-workers and customers. He has trained thousands of public and private sector professionals across the country in topical areas such as change, leadership, management, coaching employees, teambuilding, customer service, and building effective workplace environments. Dewey served as the lead facilitator for the United States Department of Labor's Workforce Excellence Network and is a member of the Central Missouri Workforce Investment Board. He was also selected to receive the 2006 award for Professional Development from the National Association of Workforce Development Professionals. Dewey holds a Master's degree in Curriculum and Instruction from the University of Missouri and holds certifications in True Colors®, Wilson Learning's Social Styles, and CliftonStrengths.



**Rae Lyon** is the Associate Director for the Missouri Training Institute (MTI). As part of the Robert J. Trulaske, Sr. College of Business at the University of Missouri-Columbia, MTI provides training and consulting services to businesses, government agencies, institutions of higher education, and others. Rae designs and delivers training on a variety of topics including leadership, management, customer service, sales and workplace issues. Rae comes to MTI with over 20 years of management, leadership, and training experience in

the banking and finance, human resources, education, and marketing industries. She was instrumental in developing and delivering the State of Missouri's Career and Vocational Education programs. A Mizzou alum, Rae holds dual Bachelor's degrees in Apparel Marketing and Management and in Secondary Education. Rae is also a certified coach for Emotional Intelligence.

# Contact Information:

For more information concerning this proposal, please contact:

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