Professional Development
On-Demand

Courses you complete on your own time
at your own pace!

Start your leadership journey
Communicate with emotional intelligence
Foster open communication and build trust
Get beyond conflict
Make high-quality decisions
Radiate confidence
Provide high-impact feedback
Drive change
Communication: Connect Through Conversations

This course highlights to leaders that engaging the “head”—the business outcome of the conversation—is just as critical as recognizing and addressing the “heart”—people’s feelings such as being respected or appreciated. Leaders will recognize the role of emotional intelligence in success as a leader as they develop foundational leadership skills that apply to the wide range of workplace situations they must handle.

Helps leaders:
- Conduct conversations that achieve the intended business goals.
- Communicate and respond in ways that meet the unique personal needs of team members and others.
- Recognize and react to emotions (their own and others’) present in work situations.
- Use a technique to provide meaningful, supportive feedback.

Communicating for Leadership Success

This foundation course for most Interaction Management® courses helps leaders communicate effectively so they can spark action in others. The course teaches leaders the Interaction Essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond.

Helps leaders:
- Achieve results through others by building strong interpersonal relationships.
- Plan for successful interactions with team members in person and virtually.
- Provide meaningful, supportive feedback that motivates team members and helps individuals improve their performance.
- Impact business outcomes by consistently meeting the personal and practical needs of others.
Building and Sustaining Trust

This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust. Applying these skills to build trusting relationships enables people to take risks, identify and solve problems, and collaborate to achieve business results.

*Helps leaders:*
- Recognize how trust in the workplace affects business results.
- Analyze their role in building and sustaining trust.
- Identify common workplace behaviors that can build, sustain, or break trust.
- Demonstrate behaviors that show they trust others, as well as give people the confidence to trust them.
- Use interaction skills to foster open communication, build and maintain trusting relationships, and repair damaged ones.

Coaching: Move People Forward

In this course, leaders recognize the benefits of a growth mindset, and the insight tool measures their general orientation to how they view other’s potential to grow. They learn and practice a practical approach to coaching in the moment, in any situation.

*Helps leaders:*
- Recognize and nurture the potential within others to grow and change.
- Build a coaching relationship based on trust.
- Guide, inspire, support, and empower in the moment.
- Ask questions, connect at a human level, and energize into action.
Delegating with Purpose
In this course, leaders learn the skills they need to address these challenges, gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability and capacity of their teams and, ultimately, the organization. Leaders learn to identify the tasks they need to delegate, select the most appropriate individuals, assess capabilities and commitment, and plan the delegation discussion. That discussion includes the level of decision-making authority, amount of support, and methods for monitoring progress and measuring results.

Helps leaders:
- Achieve key business results by leveraging the entire team’s abilities.
- Build the team’s capabilities and capacity through developmental delegations.
- Free up time to focus on mission-critical responsibilities.
- Delegate with increased confidence.

Driving Change
This course provides the skills and resources leaders need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change.

Helps leaders:
- Accelerate the process of making change happen.
- Minimize the potential negative effects change can have on productivity, morale, and collaboration.
- Turn resistance into commitment and inspire team members to take ownership of change.
- Clearly communicate the business rationale and benefits of change for the team and the organization.
Addressing Poor Performance

This course builds leaders’ skills in handling chronic performance problems. They learn how to document and present a solid case for needed improvement and use effective interaction skills. Leaders identify the steps to take after the performance problem discussion to provide ongoing feedback and support, and determine if it is necessary to impose formal consequences.

_Helps leaders:_
- Effectively address poor performance in a firm, fair, and consistent manner.
- Minimize the impact of chronic performance problems on people, productivity, and profitability.
- Provide problem performers with a clear understanding of what they must do to improve and the consequences of failing to do so.
- Encourage people to take ownership of, and be accountable for, improving their work performance.

Coaching for Peak Performance

By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, this course helps leaders have more effective and efficient interactions.

_Helps leaders:_
- Encourage people to take ownership of, and be accountable for, their work performance.
- Create a work environment where people are comfortable taking on the risks associated with new responsibilities.
- Boost morale, improve productivity, and increase profitability by coaching for peak performance in each person.
- Manage work performance issues in a fair, consistent manner.
Developing Yourself and Others

In this course, learners are introduced to a practical process to guide their own and their direct reports’ development-planning efforts. The outcome is a meaningful development plan that supports the organization’s current and future business needs.

*Helps leaders:*
- Recognize the role of the leader and the team member in development planning and execution.
- Recognize the importance of development to the success of individuals, teams, and the organization.
- Use a three-step process—Assess–Acquire–Apply—to identify strengths and growth areas, plan development actions, and successfully implement development plans.
- Employ a set of best practices to overcome common development barriers and challenges.
- Measure the effectiveness of their development efforts so they know they are successful.

High-Impact Feedback & Listening

In this course, individual performers learn how to effectively deliver both positive and developmental feedback. They also learn how to be receptive to feedback and to listen to accurately understand the speaker’s intended message. In the workplace, these skills help them to optimize and sustain their own and their coworkers’ performance.

*Helps individuals:*
- Support colleagues’ job performance, growth, and development.
- Build authentic, trusting relationships with colleagues.
- More wisely choose opportunities to give and seek feedback.
- Handle, reduce, or eliminate defensiveness or negative emotions that can occur in a feedback discussion.
- Help create a culture of teamwork and performance.
Making High-Quality Decisions

Using an engaging simulation, this course teaches a logical decision-making process that addresses the critical elements that result in high-quality business decisions. Participants will develop the skills and confidence to generate options and compare them to important decision criteria, and to select the best course of action. Utilizing this process will also help individuals avoid the pitfalls that often undermine high-quality decision making.

*Helps individuals:*
- Make business decisions more effectively and confidently.
- Avoid obstacles to objective analysis and judgments.
- Involve the right people at the right time in the decision-making process.
- Gain the help and support needed to make high-quality decisions and to implement them.

Resolving Workplace Conflict

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and practice using the Interaction Essentials as they coach then mediate to resolve a conflict.

*Helps leaders:*
- Reduce the damaging effects of workplace conflict on individuals, groups, and the organization.
- Effectively address workplace conflict and enhance productivity, efficiency, and morale.
- Help others take responsibility for resolving their own conflicts.
- Promote a culture of trust and mutual respect within their team.
Setting Goals & Reviewing Results

This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader, to a shared responsibility between leader and employee. This shift builds employee ownership, and allows the leader to focus on coaching and developing throughout the performance cycle. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes. A well-written performance plan is also a powerful tool for leaders to use when determining where to focus their development and coaching discussions with their employees.

*Helps leaders:*  
- Ensure direct reports take a more active role in managing their performance.  
- Manage performance on an ongoing basis while working within the organization’s time parameters for goal setting and performance reviews.  
- Provide the ongoing coaching and feedback your direct reports need to achieve their goals.

Your Leadership Journey

This course arms a new or prospective leader with the knowledge and skills they need to confront the challenges they face early in their leader career. The course encourages the learner to think about the transitions that newer leaders face and how to handle those challenges. They are introduced to three leadership differentiators that are most important to building a positive reputation as well as contributing to the organization’s success.

*Helps leaders:*  
- Reduce the stress associated with the shift to leading others.  
- Act with authenticity to build trust.  
- Bring out the best in others to enhance engagement and capacity.  
- Look for and accept feedback with grace.
Communicating with Impact

This foundational course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships, and achieve desired results.

Helps individuals:

- Recognize the impact they can have on their success and the success of others by enhancing interpersonal relationships in the workplace.

- Relate to colleagues and customers in a way that meets their personal needs while also meeting the practical need of accomplishing objectives.

- Use a set of interaction process skills that enable them to conduct more successful discussions that achieve results.

- Use a technique for providing specific, meaningful feedback that helps people improve their performance and increase productivity.

Course Fee: $98.00 per course

To Register Visit: go.osu.edu/ondemandleader

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