

LEADERSHIP USA[®]

Rise to Superhero Status: Mastering Vital Soft Skills for Exceptional Achievement

Presented by Greg von Williams

November 11, 2024



2024 Calendar of Learning Events

LEADERSHIP USA®



Location:

The Conference Center at RidgeGate
9878 Schwab Way, Suite 401, Lone Tree, CO 80124

Schedule:

8:30 AM registration, 9:00 AM to 12:00 PM meeting
Includes breakfast, materials, and parking

Cost (includes recording):

Live Event (instructor-led): \$249 per person (group discounts available)
Live Stream (watch from any location): \$129 per person (bulk discounts available)

Registration:

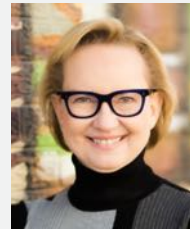
Go to LeadershipUSA.com/events, email Nadine@LeadershipUSA.com, or call 303-471-7401

Monday, January 22, 2024



Elaine Dumler presents
**Presentations That Influence Change:
Getting the Right Information . . . to the
Right People . . . in the Right Format**

Monday, February 19, 2024



Cindy Solomon presents
**Building Your Courage: Creating
Engagement, Accountability and Results**

Monday, March 25, 2024



Carolyn Strauss presents
**Effective Execution: The Art of Getting
Work Done**

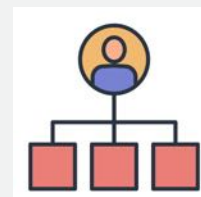
Monday, April 22, 2024



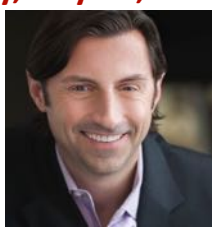
Jon Macaskill presents
**Unleashing the Power of Preparedness, Resilience,
Grit, and Compassion: A Navy SEAL Commander's
Blueprint for Personal Growth**

Monday, May 13, 2024

Jenn Dewall presents
**How to Manage Burnout and Overwhelm:
Find Joy at Work Again**

Monday, June 24, 2024

Richard Bryan presents
**Learning to Lead: Proven
Strategies Guaranteed to Succeed**

Monday, July 22, 2024

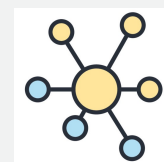
Gerry O'Brien presents
**Maximizing Your Influence: Influencing
Customers, Co-Workers and Employees to
Say Yes to You**

Monday, August 19, 2024

Keith Bailey presents
**TrustWorking: Cultivating Connections
Within Your Sphere Of Influence**

Monday, September 16, 2024

Julie Holmes presents
**UPGRADE Your Team: 7 Steps to Becoming
an AI-Empowered Organization**

Monday, October 14, 2024

Ben Freeman presents
**Primed, Connected, & Personalized: Master
Connection Through Personalized Engagement**

Monday, November 11, 2024

Greg Williams presents
**Rise to Superhero Status: Mastering Vital
Soft Skills for Exceptional Achievement**

Monday, December 16, 2024

Stephanie Wachman presents
**Wired to Connect: The Neuroscience of
Communication and The Impact of Our Words**

Information About This LEADERSHIP USA® Learning Event



AGENDA

Registration starts at 8:00 AM. The workshop starts at 9:00 AM and concludes promptly at 12:00 PM. A fifteen-minute coffee break is scheduled for 10:30 AM. Breakfast is served from 8:00 to 9:00 AM. Restrooms are by the elevator door, as well as the 1st & 2nd floors.



MICROPHONES

This event is being livestreamed around the U.S., so please use the wireless microphones when speaking. Even if the live audience can hear you in the room, the remote audience can't unless you speak into the microphone. Thank you in advance!



PHONE CALLS

As a courtesy to others, please mute your phones during the program. If you must take a call, please take the elevator down to the first floor lobby. (We can hear your conversation if you stand by the restrooms.)



OUTSIDE WORK

Texting, working on your laptop, and responding to email can be a distraction to your fellow learners. Please be present during the event and work outside the meeting room.



REGISTRATION

The schedule of upcoming LEADERSHIP USA learning events is included in the front of this workbook. Register with a credit card online at LeadershipUSA.com/events or email Nadine@LeadershipUSA.com to receive an invoice.



FEEDBACK

To best meet your needs, we need your input! At the conclusion of the session, please complete the paper or online evaluation using the QR code or URL on the inside back cover.



CERTIFICATION

To receive 3 SHRM, and 3 HRCI credits for this event, please email your request to Nadine@LeadershipUSA.com.

Thank you and have a great day!



RISE TO SUPERHERO STATUS

mastering vital
soft skills for
exceptional
achievement

“Being the best you can be, that’s doable.
That’s possible for anybody if they put
their minds to it.” – Captain Marvel

WELCOME & INTRODUCTION

Welcome to the workshop, "Rise to Superhero Status: Mastering Vital Soft Skills for Exceptional Achievement!" First off, let me say, you've made an excellent choice. You're about to learn the kinds of skills that not only transform you into a great leader but also might just help you become a superhero. Capes are optional, but highly encouraged.

Now, we all know the world of leadership can feel like Gotham City on a bad night—full of unpredictable situations, complex relationships, and the occasional villain (or difficult coworker). The good news? You don't need to rely on X-ray vision or invisibility to succeed. What you do need are the superpowers of communication, emotional intelligence, and adaptability. And that's exactly what we're here to unlock today.

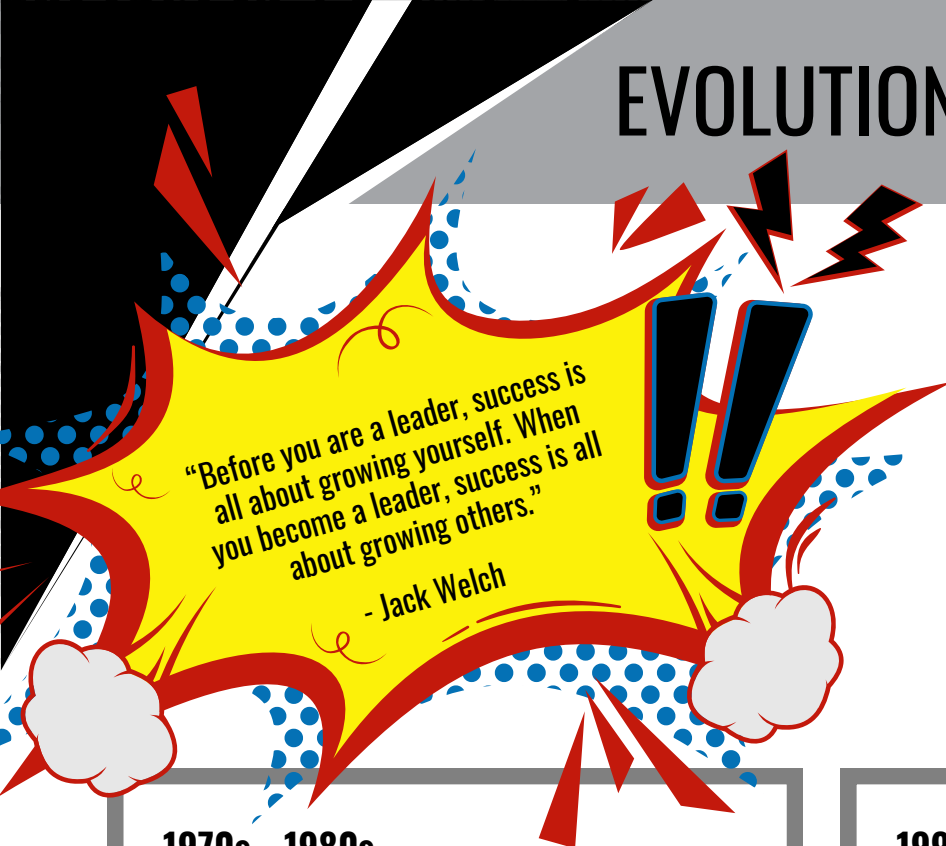
In this workshop, we'll be covering the essentials—those soft skills that take you from average to legendary. You'll discover how to wield the power of effective communication like a superhero handles a shield (deflecting misunderstandings and building trust). You'll sharpen your emotional intelligence until you can read the room better than Professor X. And finally, you'll master adaptability so you can face any challenge, even when it feels like you're trying to stop a speeding train (which, let's be honest, feels pretty relatable on a Monday).

This workbook is your trusty sidekick throughout our adventure. It's packed with exercises, quizzes, and practical applications that will help you hone your skills. Consider it your utility belt—you may not be Batman, but you'll have all the tools you need to navigate the tricky terrain of leadership.

I encourage you to dive in, share your experiences, and have some fun along the way. Remember, even superheroes make mistakes—what matters is how we learn and grow from them (and maybe throw in a dramatic one-liner while doing so).

By the end of this workshop, you'll be ready to don your metaphorical cape and lead with confidence, clarity, and compassion. The world needs more leaders like you, and I can't wait to see what you'll accomplish. Now, let's unleash those superpowers!

EVOLUTION OF LEADERSHIP



"Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others."

- Jack Welch

Like business, leadership styles, strategies, and systems have evolved over time. Let's take a look at some key characteristics of each time frame and how they have changed.

1970s - 1980s

1990s - 2000s

2010s

2020s

NOTES:



HEROIC SKILL BUILDING

Have you ever experienced a shift in leadership style within your organization - either moving toward a more people-focused or task-focused approach? How did that change affect team dynamics, communication, and overall job satisfaction?

Reflecting on your career, have you noticed changes in how leaders engage with employees over the years? What leadership behaviors have made you feel the most valued and motivated in the workplace?

Reflecting on the leaders you've encountered in your career, what specific behaviors or actions made you feel truly valued and inspired as an employee?

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

- John Quincy Adams

HARD SKILLS & SOFT SKILLS

“Hard skills will get you in, soft skills get you far.” - Sahil Lavingia

SOFT SKILLS

HARD SKILLS

SOFT SKILLS SYNONYMS

“Hard skills get you in the door, but soft skills move you up the ladder.” - Wouter Durville

COMMUNICATION:

The Power of Connection

"The single biggest problem
in communication is the illusion
that it has taken place."
- George Bernard Shaw

DEFINITION

WHY



SUPERHERO

COMMUNICATION:

Skill Building Exercises

Can you recall a moment when your words inspired someone to take action or shift their mindset? What specific communication techniques did you use to craft that impact?

When was the last time you felt truly inspired by someone else's communication? What was it about their message or delivery that moved you, and how can you apply that in your own leadership?

What's one aspect of your communication style that you'd like to strengthen, and how do you think improving it could enhance your ability to inspire others?

"Great communication begins with connection."

- Oprah Winfrey

EMOTIONAL INTELLIGENCE:

The Power of Understanding

"Emotional Intelligence, more than any other factor, more than I.Q. or expertise, accounts for 85% to 90% of success at work... I.Q. is a threshold competence. You need it but it doesn't make you a star. Emotional Intelligence can."
- Warren G. Bennis

DEFINITION

WHY



SUPERHERO

EMOTIONAL INTELLIGENCE:

Skill Building Exercises

In your own leadership experience, what has been the most challenging aspect of managing your emotions in high-pressure situations? How have you worked to improve your emotional responses in those moments?

When receiving feedback, how do you typically react—both internally and externally?

What steps do you personally take to develop your emotional intelligence, and how do you think those efforts have influenced your leadership style and effectiveness over time?

“When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion.”

- Dale Carnegie

ADAPTABILITY:

Thriving in Change

DEFINITION

"It is not the strongest of the species
that survives, nor the most intelligent.
It is the one that is the most
adaptable to change."
- Charles Darwin

WHY



SUPERHERO

ADAPTABILITY:

Skill Building Exercises

What do you believe is the biggest barrier to becoming a more adaptable leader?


Think of a leader you admire who demonstrated exceptional adaptability. What specific actions or decisions did they make that stood out to you?

When facing unexpected changes or challenges at work, how do you typically respond, both as a leader and as a team member? What strategies have you found effective for staying flexible under pressure?

“The most successful people are those who accept and adapt to constant change. This adaptability requires a degree of flexibility and humility most people can’t manage.”

- Paul Lutus

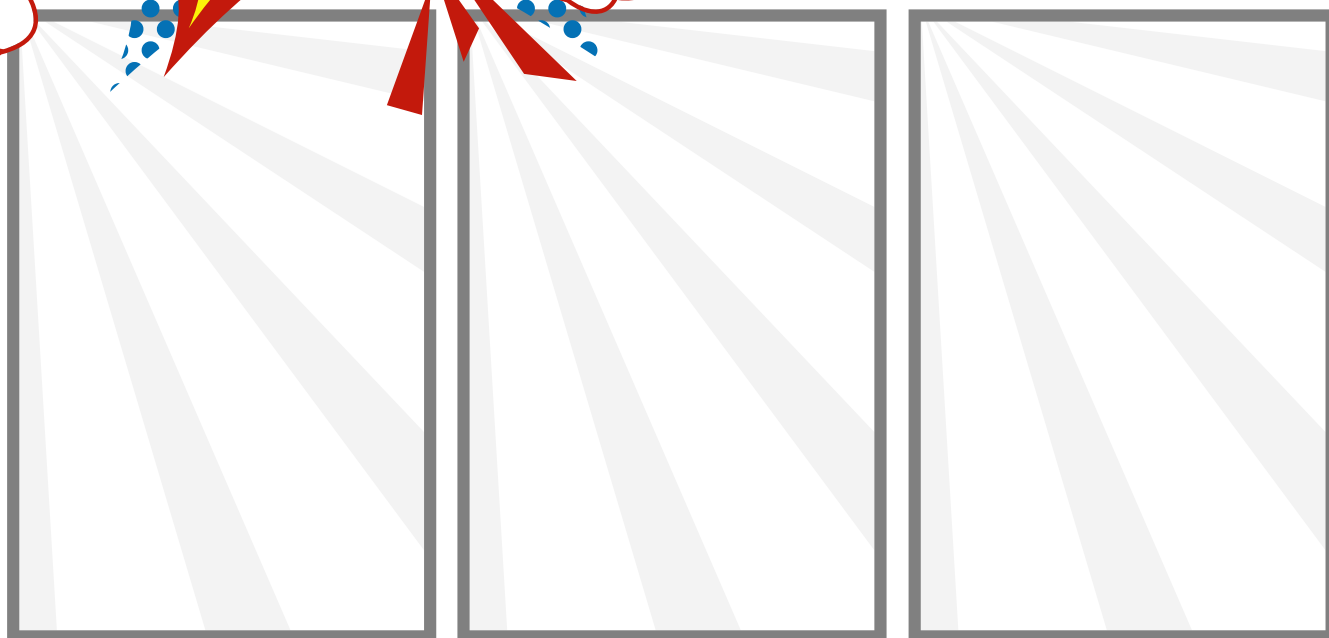
ACTION PLAN:



Heroes aren't defined by their powers, they're defined by their actions. When the moment calls, they take the leap.

Over the next few weeks, take time to practice the skills you learned today. List three actions you'll take to strengthen your personal superpowers. You can use the ideas provided on the following page, or come up with your own.

The most important part of your plan is action!



ACTION IDEAS:

COMMUNICATION

Active Listening:

Engage in a conversation where you focus solely on understanding the other person's perspective without interrupting. Reflect on how this enhances your communication.

Non-verbal Awareness:

Monitor your body language during interactions. Notice how adjusting your facial expressions, eye contact, or posture impacts the effectiveness of your communication.

EMOTIONAL INTELLIGENCE

Self-Awareness Journal:

Keep a daily journal where you reflect on your emotions during the day. Identify patterns in your reactions and think of ways to manage them more effectively.

Empathy Exercise:

In a team meeting, actively put yourself in the shoes of a colleague expressing a different opinion. Acknowledge their feelings and suggest ways to collaborate.

ADAPTABILITY

Flexibility Challenge:

For one week, embrace one significant change in your routine or approach to a task. Reflect on how adapting to this change impacts your work and mindset.

Problem-Solving Experiment:

When faced with a challenge, brainstorm three different ways to approach the situation. Test one that's outside of your comfort zone to build adaptability.



THANK YOU



Website: www.UpSkillWithSoftSkills.com

Email: greg@gregvonwilliams.com

Phone: 719.338.8665

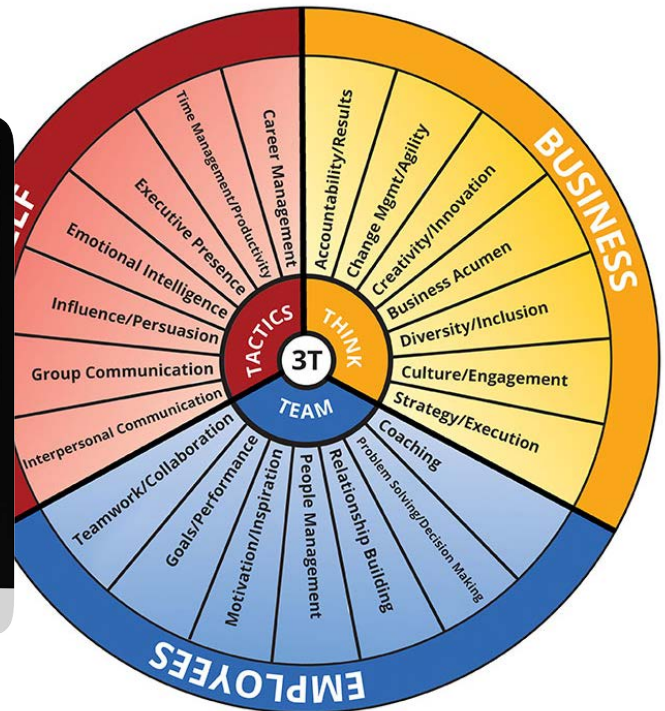
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Who Should Participate



- Large Corporations with internal training departments who want to supplement their existing leadership development programs to “fill in the blanks” on performance improvement needs
- Larger Organizations that don’t have internal training departments or an established leadership development program (who need an outsourced L&D function)
- Small-to-Medium Size Firms who need a consistent leadership development strategy for the senior leaders and managers in their organizations

