

DOMINICAN LEADERSHIP CERTIFICATE SERIES

Leading Strategically

Leadership is doing the right things. How do you determine what the right decisions are, and then how to proceed? What models for daily as well as long-term planning work best? How can you learn from the procedures effective leaders employ to gain information when facing challenges? When should you take a “First Hundred Days” approach, and when does delaying decisions as long as possible make sense?

Building and Leading Teams

What are the most effective ways to build successful teams in the workplace? What roles do leaders and team members play in reaching team goals? How do new multi-disciplinary team models increase innovation? How can virtual teams succeed? What are proven methods for reducing conflict within and between teams so leaders can reach organizational goals?

Resolving Conflict

What choices do leaders have when addressing conflict within the workplace as well as disputes between their organizations and others? How can you match the best role from the conflict resolution continuum to a particular dispute? How can negotiating successfully resolve present conflicts as well as reduce future issues? What opportunity does the leader as mediator—a frequent though informal role—have to meet organizational goals? What techniques work?

Leveraging Global Diversity

In what ways can leaders encourage a globally inclusive organization? What are the dimensions of culture? How can you increase your self-awareness about your own cultural style in order to model cultural competence for those you lead? What are specific aspects of leadership in multicultural organizations?

Persuading in Print

Leaders know that their writing represents them and their organization. How do you establish the right style for each document while conveying your distinctive voice? When does humor persuade and how must it be tailored for print? Where does your paper trail end in the Internet age? What techniques help you to reach the reader, whether within or beyond your organization?

Persuading in Person

Effective leaders are persuasive in person, whether one-on-one, in meetings, or giving a speech or presentation. Today’s leaders persuade rather than simply issue orders. What are “Do’s & Don’ts” of communicating in person? What techniques can you use before starting to speak? How do leaders learn to be persuasive under pressure and even change the conversation to meet organizational goals?

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