NATIONAL COMMAND AND STAFF COLLEGE

WOMEN IN LEADERSHIP
Confidence to Succeed
Module 3

4 Hours

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The Richeal Group
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MODULE 3: WOMEN IN LEADERSHIP – Confidence to Succeed

COURSE DESCRIPTION

In Module 3, participants will explore the Power of Three – Choice, Decision-Making and Perseverance, and be provided another model for setting goals titled the 3-6-9 Rule©. Participants will engage in a facilitated discussion surrounding different styles of communication, and the benefits and consequences of communication and building rapport. Each topic will serve as an important foundation to develop trust and respect among peers, subordinates, superiors, and the public.

COURSE OBJECTIVES

The course objectives build and reflect upon all modules.

- Identify the Power of Three
- Discuss different communication styles and building rapport

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THE POWER OF THREE

CHOICE

The Power of Choice

- Choice is predicated on a desired outcome
- Choice should be your decision, not others
- Choosing to be successful is choosing to be true to yourself
- Choice is about an attitude/actions
- Take small steps
- Choices are free: Consequences are costly!

Is the choice you make based:

- _____
- _____
- _____
- _____
- _____

DECISION-MAKING

The Power of Decision-Making

- Effective decision making is more than a hap-hazard choice
- If done correctly, decision-making could involve a calculated choice with an intended outcome (good/bad)
- Decision making can _____ _____ and provide _____.

Decision-making considers:

- Training and experience of one's self and others
- Successes and failures
- Relationships (takes a genuine interest in others
- Communication (face-to-face, email, social media)
- _____
- _____
- Considers choice – _____.

NOTES:_____

PERSEVERANCE

The Power of Perseverance

- Perseverance is a continued effort to do or achieve something despite difficulties, failure, or opposition.

Perseverance is:

- Vision
- Patience
- Maturity
- Skills/capabilities
- _____
- _____
- _____
- _____

Why is Perseverance so important?

- It teaches each of us to overcome obstacles in our lives and move forward
- Provides us the courage to open the door others have closed

THE 3-6-9-RULE©

Identify a goal, then set three future dates to measure progress using the 3-6-9 Rule…Document your steps

- 3 Months – _____
- 6 Months – _____
- 9 Months – _____

WORKPLACE COMMUNICATION

(7-38-55 rule Albert Mehrabian communication model)

Ways we communicate:

- Verbally (7%)
- Tone of voice (38%)
- Body language (55%)
- _____
- _____
- _____

Lack of good communication stifles:

- Productivity
- Creativity
- _____
- _____

NOTES:_____

COMMUNICATION DIFFERENCES

- Men ask questions to gather information
- Women ask questions to gather information and cultivate relationships
- When direct, men are often viewed as confident and powerful
- When direct, women are often viewed as bossy and uncaring
- In society, men are typically viewed as the protector. In the workplace, they are more often use the term "I" indicating they are confident and in charge.
- Men typically have no problem blowing their own horn. Most men are raised this way to obtain position, status, and power.
- In society, women are typically viewed as the nurturer. In the workplace, women more often use the term "we" indicating they are a team player and as to not offend or appear as a know it all.
- Women typically find it difficult to blow their own horn. Most women feel by blowing their own horn they won't be liked, in fact, they feel they'll be judged more.
- Studies have shown men will minimize their doubts and women will downplay their confidence.
- These attributes are traceable to childhood and how we are taught to interact with others and our observations of others

Emotional – Advantages
Use your emotions:

- As a positive motivator – inspire someone
- To create respect – be compassionate
- To be a savvy negotiator – know how to say what you're trying to say
- To establish a rapport – don't be condescending
- To add organizational value – be someone who takes action

NOTES:

Communication Emotional – Disadvantages
Don't use your emotions:

- To seek pity – no one wants to be around someone who is always down and negative
- To throw a tantrum – you're not a child so don't act like one
- To deflect ineptness – if you don't know what you're doing, ask for assistance, and/or self-educate
- To display disappointment – don't walk around naysaying everything it will send a negative vibe
- To undermine organizational goals – this is a good way to get disciplined or worse fired

Being Heard

- Contributing comment/idea at the right time
- Do you have a reputation of successful input
- Navigating your status in the hierarchal pecking order
- _____
- _____
- _____

NOTES:_____

Great Reads:

Rosanne Richeal – Ascending the Ranks
Rosanne Richeal – ResurgentU – Today's the Day
John C. Maxwell – LeaderShift
John C. Maxwell – 15 Invaluable Law of Growth
Judith E. Glaser – Conversational Intelligence
Daniel Goleman – Building Blocks of Emotional Intelligence
Daniel Goleman – Working with Emotional Intelligence
Harvard Business Review – 2019 HBR's 10 Must Reads
Harvard Business Review – 2020 HBR's 10 Must Reads
James Klopovic, Mitch Javidi, Anthony H. Normore, Marl A. Garcia – Your Moral Compass
Mitch Javidi – Moral Compass for Law Enforcement Professionals

NOTES:

LEARNING ACTIVITY – Module 3

Discussion Board Topic:

Identify a goal you want to achieve and use the 3-6-9 Rule© to keep you on track.

Personal Growth Notes:

Focus on how you communicate with others and how they respond to you. Write down 3 things you discovered about yourself and the changes you can make to become a more effective communicator. How do you intend to integrate those changes into everyday conversation?