

**BIZ**  **LIBRARY**

# Enriching Leadership:

Your 101 Guide for  
Generating Distinguished  
Leaders that Cultivate  
Growth with Precision,  
Expertise, and Generosity.



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# Welcome!

Welcome to the Enriching Leadership playbook, your guide to enhancing leadership skills in your organization! This practical guide will walk you through suggested content, group, and individual activities, and personal reflections aimed at leveling-up your leaders to boost growth at your organization.

The recommended content titles referred to in this guide can be found in The BizLibrary Collection. Before the start of your program, we recommend you assign these courses to your learners via your company LMS. This gives your learners easy access to important content and provides you with valuable reporting data to measure participation and training effectiveness.

BizLMS also offers grouped content in the form of learning initiatives and curated learning paths! These carefully crafted lists offer additional resources and suggest related content in areas important to your training goals.

Along with the suggested content provided in this guide are activities encouraging deep personal reflections and promoting greater information retention. The activities and reflections are designed to help learners process and understand the role that leadership plays in the longevity and health of your organization.

We highly recommend pairing suggested content with the activities included in this guide for an optimal training experience. The content and activities can be tailored to your company's specific needs and are meant as a starting point for enriching leadership skills in your organization.

**Let's get started!**



# Use Case

What are the benefits of having a leadership training program?

Leaders determine the pace and direction of growth at your organization. Among their many responsibilities, leaders organize teams, create products and ideas, develop procedures and solutions, and set the tone of culture and work-life balance. For those leaders in C-suite and management positions, their attitudes and actions are on display for the rest of the workforce, so it is important that your leaders set an example both in their job roles and their ongoing skill development.

Great leadership fosters collaboration, improves retention rates, drives success, encourages experienced creativity, and values failures as learning opportunities. The impacts of expert leadership training, or lack of training, can be seen in the following statistics from a [2022 survey by OfficeVibe](#).

- ✓ 25% increase in company-wide learning
- ✓ 28% increase in leadership behaviors performed on-the-job
- ✓ 20% increase in leadership job performance
- ✓ 25% increase in organizational outcomes
- ✓ 75% of employees who display low engagement levels or leave their jobs say it's due to their manager or leadership.

As a new generation of leadership moves up in organizations, new opportunities and challenges will arise. Gain insights on how to tackle millennial leadership development [here](#), and embrace the fresh ideas and perspectives your new leaders bring to the table!

What is unique about leadership training?

Leadership training and Management training are often misunderstood to mean the same thing, but there are several distinct differences that are important as you develop training programs for skills in management and leadership.

When training managers you are teaching skills like delegation, communication, conflict resolution, and time management. Leadership skills overlap these skills in some areas, but while management skills focus on execution, the focus of leadership is creation! For example, leadership lays the blueprints, and management does the building. Leadership and management skills work hand in hand to produce valuable products and services that drive growth at any organization. When one of those is off- the results are obvious.

The purpose of this workbook is not to provide a hollow outline of leadership skills.

Instead, this guide will:

- ✓ Give insights on the layers of expert leadership skills
- ✓ Offer practical application advice and role-playing opportunities
- ✓ Provide customizable strategies for promoting your leadership training program

Boring training programs are no way to inspire growth. That's why in this guide we provide suggested content for each topic along with personal reflections, group activities, and incentive suggestions, that create the personalized touch missing from so many other programs.

We also recommend you pair this guide alongside our [New Manager Playbook](#) for the ultimate training duo. By utilizing these guides together you'll create rockstar leadership within your organization and achieve your goals with greater proficiency and skill!

So, let's dive in! We can't wait to hear the long-lasting, positive impacts that enriching leadership in your organization will bring!

# Who? What? Where? When? Why? How? Tips to boost your Leadership Training Program.



## Who will get the most out of this guide?

This guide is set up to enrich leadership skills among your company's top contributors and lead in a way that energizes your workforce.

Organizations with these types of programs statistically have a better company culture, lower turnover, and higher rates of success!

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## Whose support does your program need?

No matter what program you're trying to implement it is vital to have the support of C-suite or VP leadership. Here are some key statistics you can use to market your leadership training program to C-suite members:

- ✓ Businesses with good employee engagement have:
  - 41% fewer quality defects\*
  - 37% less absenteeism \*
  - 21% increase in productivity \*
- ✓ Team leaders spend at least 24% of their time managing, though 60% of U.S. employees have not received any conflict management skills training \*
- ✓ 71% of organizations acknowledge that their leaders were "not ready to lead their organizations into the future" \*

From these statistics, it is obvious that providing leadership training should be a top priority for enriching your company culture, fostering creativity, and ultimately leading your company to future success.

When securing buy-in from key supporters it is also important to show how you will measure success. Keep reading to learn how we recommend you measure success!

\* *IMD - International Institute for Management Development*



## What can you expect to gain from this guide?

From this guide, you can expect learners to gain strategies for becoming expert leaders! Using the tools in the guide- your learners will be better prepared to lead by example, inspire their teams and teammates, drive success, and adapt to challenges as they arise.

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## Where should this training take place for optimal success?

The following program is set up to be executed through a combination of mediums- self-study video lessons, coaching exercises, etc. When developing new skills, practicing with others strengthens neuropathways and reprograms less than desirable reflexive responses. Throughout this guide, your learners will be encouraged to participate in group and individual activities that foster information retention and develop practical everyday skills.

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## When should the training be completed?

The following stages (1-4) are most effective when learners are given 3-6 months to complete the program, spending 3-4 weeks on each stage. Trainers will want to allow time in between stages for their learners to practice what they have learned and apply it to their lives.

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## Why does leadership training matter?

Leadership is critical to a successful business! Leaders that are unapproachable, underprepared, and lack support and training can do a lot of damage to an organization. By supporting your leaders with ongoing leadership training, you are offering an opportunity for your leadership and potential leaders to enrich their skills and are setting an example of ongoing development for other employees.

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## How can you measure the success of your program?

The Kirkpatrick Model is an excellent resource to consider when creating KPIs for your program. Below are some suggestions on how to incorporate this model into your leadership training program.

1

### *Level 1: Reaction, Satisfaction, and Intention.*

- ✓ Evaluate the response from learners – specifically, how they felt about the training course materials and activities.
- ✓ At this level, you should also measure engagement from your learners. Do you have 100% participation in your events and activities? If not, you may need to reach out to learners for more information on what they need to give the necessary time and attention to the program.

Some common issues learners face are:

- not enough allotted time to complete training,
- excess stress and responsibilities of their job role,
- difficulty with work/life balance
- fear of speaking up when they need help

2

### *Level 2: Knowledge Retention.*

- ✓ Measure how effectively the information was absorbed by your learners. Typically, this is done through testing like the self-assessment template and group role play.
- ✓ Fully utilize the self-assessment tool by comparing ratings from each stage.

3

### *Level 3: Application and Implementation.*

- ✓ Measure the degree to which your training has influenced the behavior of the participants, and how they are applying their new knowledge in their lives.
- ✓ Do not be afraid to engage with your learners' managers and teammates. A great way to do this is by sending a survey to learners before and after the program as a way to measure the relevancy and effectiveness of your program.

4

#### Level 4: Business Impact.

- ✓ Measure the impact your training has had at the business level and get a clear sense of ROI for your training program. If you are looking for a deep dive into using the Kirkpatrick Model for evaluating training in your organization, download our [free ebook here](#).
- ✓ At this level, you should start seeing measurable results that you can show to your C-Suite and VP-level stakeholders!

5

#### Level 5: Return on Investment (ROI) Calculator.

- ✓ We have found that ROI is the best way to highlight the success of your program to your stakeholders! Here is a simple formula to help you get started! You can learn more about measuring ROI in our ebook [here](#).

A graphic showing the ROI formula on a white sticky note with green corner tabs. The formula is: Return (Benefit) divided by Investment (Cost) equals ROI. The word 'Return' is above '(Benefit)', and 'Investment' is above '(Cost)'. The equals sign and 'ROI' are to the right of the fraction.
$$\frac{\text{Return (Benefit)}}{\text{Investment (Cost)}} = \text{ROI}$$



# Using this guide for optimal success.

The following topics are designed to be steppingstones to success for creating stand-out sales and customer service representatives in your organization by outlining necessary skills with suggested learning content, followed by individual and group reflections.

We recommend following these topics as outlined in this guide, because, while the concepts overlap, the terminology and insights are designed to build naturally over the length of the program.

A quick outline of each stage can be found below.

## 1 Stage 1- Relationship Building- The impacts leadership skills have on fostering positive workplace culture.

*Learning Outcomes:*

- ✓ Gaining insights on the importance of positive company cultures
- ✓ Developing strategies for expert communication
- ✓ Discovering tools for motivating teams
- ✓ Understanding how emotional intelligence impacts leadership
- ✓ Learning practical ways to lead with honesty and integrity

Stage 1 provides insights into how leaders help build positive relationships across your organization.

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## 2 Stage 2- Agility and Adaptability- How to face inevitable challenges and create inspired solutions.

*Learning Outcomes:*

- ✓ Practicing strategies for becoming a master negotiator
- ✓ Developing skills for navigating challenges
- ✓ Cultivating decision-making skills that streamline success
- ✓ Developing tools for becoming a pro at time-management
- ✓ Gaining insights on when to say 'yes' and how to say 'no'
- ✓ Discovering practical ways to delegate fairly with your team members' strengths in mind

Stage 2 highlights the importance of agility and adaptability skills in your leaders.

### **3 Stage 3- Innovation and Creativity- How leaders contribute to an organization's success and inspire growth.**

*Learning Outcomes:*

- ✓ Enhancing critical thinking skills
- ✓ Learn organization strategies
- ✓ Gain insights into being a confident creator and innovator

Stage 3 encourages your leaders to be confident innovators and creators, by enhancing critical thinking skills, and developing organizational strategies with consistency.

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### **4 Stage 4 – Wellness**

*Learning Outcomes:*

- ✓ Developing strategies for maintaining your leaders' personal wellness
- ✓ Understanding how a leader's wellness impacts your organization

Stage 4 reminds leaders that their mental, emotional, and physical health is important, and emphasizes that they lead by example.

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# Activity Instructions

The activities included in this playbook are designed to function like learning boosters. They are useful in group settings, as individual reflections, and can be easily adjusted for remote training. We encourage you to tailor these activities to fit the needs of your organization, adding or changing them based on your unique set of desired business and learning outcomes.

Have your learners consider the following questions before they embark on this training course. Encourage them to make a mental note of any areas where they feel unprepared.

*Using a scale of 1 to 5 where 1 represents that you do not agree and 5 represents that you do agree, rate yourself on the following areas.*

*Reflect on these ratings as you move through your training program. You can also write down your reasons or thoughts behind each rating as a tool for measuring your progress as you develop and enhance your skills.*

- a) I feel I can easily decide which tasks are most important*
- b) I delegate tasks with ease*
- c) I feel confident in my decisions*
- d) I manage my time well*
- e) I am not often overwhelmed by my responsibilities*
- f) I can make important decisions that are supported and respected*
- g) I spend time creating*
- h) I feel prepared to tackle challenges with they arise*
- i) I value self-care and devote time to my wellness*

**\*\*Note to instructors leading group training.** Consider having employees share a few of their ratings with their group. You might have each person share which of these topics they feel needs the most improvement and why. You could also have them share which topic they feel most prepared for and why. Using this methodology may help some learners process their thoughts and mentally prepare them for upcoming lessons. It is important that participants share voluntarily and that this is not compulsory to complete training.

Providing incentives is another way to entice leaders to develop their skills! Make sure to market available employee resources, such as employee gym memberships, event tickets (like sports, concerts, and other local attractions), kickbacks for clothes and home items, or any other employee incentives you may have!

While some organizations can't offer monetary incentives, there are other means of incentivizing your employees. Some departments at BizLibrary offer a weekly "motivation" hour, where employees are given an hour back in their week and encouraged to exercise, meditate, or rest in a way that promotes their wellness!

Don't be afraid to find creative ways to support your employees, because at the end of the day whatever your organization can do to show your workforce that you care has value.

## The following email template can be sent to your learners before training begins as preparation for the upcoming training program!

*At [Company Name] we are dedicated to helping you achieve success as a [job title] and believe that developing your leadership skills is integral to your future success. Creating an enriching environment that inspires creativity and provides tools to lead by example is important to us, and the [name of your leadership training program] training program is designed to provide tools and insights into important skills that will level up your leadership abilities.*

*This training will enrich your skills in relationship building, agility and adaptability, innovation and creativity, and personal wellness. We encourage you to log into [company name's LMS] and briefly review the assigned content videos today.*

*Before you begin your training courses, take a few minutes, and complete the following self-evaluation to measure your learning as you journey through this program!*

*Using a scale of 1 to 5 where 5 represents that you do agree and 1 represents that you do not agree, rate yourself on the following areas.*

*Reflect on these ratings as you move through your training program. You can also write down your reasons or thoughts behind each rating as a tool for measuring your progress as you develop and enhance your skills.*

- a) I feel I can easily decide which tasks are most important*
- b) I delegate tasks with ease*
- c) I feel confident in my decisions*
- d) I manage my time well*
- e) I am not often overwhelmed by my responsibilities*
- f) I can make important decisions that are supported and respected*
- g) I spend time creating*
- h) I feel prepared to tackle challenges with they arise*
- i) I value self-care and devote time to my wellness*

*We are so excited to walk with you as work through this program at [company name]. Together we will accomplish great things!*

*[email signature]*

# 1

## Stage 1- Relationship Building- The impacts leadership skills have on fostering positive workplace culture.

The following video courses provide insights into how leaders can help build positive relationships across your organization and highlights their role in fostering collaboration across teams and departments.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Exceptional Leadership Communication: Defining Your Team Culture
2. The Communication Shift: Directing to Connecting
3. Motivating Employees Toolkit: Don't Just Lead—Inspire!
4. Leadership Toolkit: Motivation
5. Expert Insights: Exceptional Leadership Communication with Brandon Smith
6. Heighten Your Presence with Emotional Intelligence
7. Leadership Essentials: Become a Reliable Leader With Integrity

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### Stage 1 Activity

*(If you are facilitating a team training session, discuss the following questions as a group. If you are facilitating a training program with one or remote employees invite them to reflect on the following questions and ask if they would like to discuss each topic with you!)*

- ✓ What are some key takeaways or memorable moments from these training videos?
- ✓ What changes could you make in your daily role that could foster deeper connections among your team members?
- ✓ What skill discussed in this section is most difficult for you?
- ✓ Do you have a mentor or colleague who can help you practice developing this skill?

*\*\*For trainers leading groups: Consider having learners role-play scenarios they may face in their roles to help them practice implementing their newly learned wellness strategies.*

Using a scale of 1 to 5 where 1 represents that you do not agree and 5 represents that you do agree, rate yourself on the following areas. You can also write down the reasons or thoughts behind each rating as a tool for measuring your progress as you develop and enhance your skills.

- |  |  |
|--|--|
| a) I feel I can easily decide which tasks are most important | f) I can make important decisions that are supported and respected |
| b) I delegate tasks with ease                                | g) I spend time creating   |
| c) I feel confident in my decisions                          | h) I feel prepared to tackle challenges with they arise            |
| d) I manage my time well                                     | i) I value self-care and devote time to my wellness                |
| e) I am not often overwhelmed by my responsibilities         |  |

# 2

## Stage 2- Agility and Adaptability- How to face inevitable challenges and create inspired solutions.

The following video courses highlight the importance of agility and adaptability skills in your leaders, including how to navigate change, and how to make informed choices and implement difficult decisions.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Cutting Edge Communication: Negotiating for Success
2. Negotiating Skills
3. Ethical Decision-Making Skills
4. Decision-Making Toolkit
5. Eliminate Complexity and Unnecessary Work
6. Time Management Toolkit
7. Leadership Toolkit: Delegation
8. Delegating Work: Delegating With Clear Expectations

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### Stage 2 Activity

*(The following reflections are separated for individual or group settings)*

What are some key takeaways or memorable moments from these training videos?

What are your first steps when a problem or challenge occurs?

#### Group Reflection:

- ✓ Discuss tips learned throughout the video courses that improve agility and adaptability.
- ✓ Discuss feelings around delegation.
  - Do your learners struggle with delegating tasks?
  - What can your organization do to help leaders delegate tasks so they focus on other responsibilities?

#### Individual Reflection:

- ✓ Write down or think about 3-5 changes you can make in your life that will have positive impacts on your problem-solving, time-management, and delegation abilities.

*\*\*Note for the trainer. Always ask if the employee would like to share some of their thoughts with you. Some learners process information best aloud, so you may need to consider that as you proceed with these activities. It is always OK to ask how each employee learns best.*

Using a scale of 1 to 5 where 1 represents that you do not agree and 5 represents that you do agree, rate yourself on the following areas. You can also write down the reasons or thoughts behind each rating as a tool for measuring your progress as you develop and enhance your skills.

- a) I feel I can easily decide which tasks are most important
- b) I delegate tasks with ease
- c) I feel confident in my decisions
- d) I manage my time well
- e) I am not often overwhelmed by my responsibilities
- f) I can make important decisions that are supported and respected
- g) I spend time creating
- h) I feel prepared to tackle challenges with they arise
- i) I value self-care and devote time to my wellness

# 3

## Stage 3- Innovation and Creativity- How leaders contribute to an organization's success and inspire growth.

The following video lessons encourage confident innovators and creators, by enhancing critical thinking skills and developing organizational strategies with consistency.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Improve Your Decisions with Critical Thinking
2. 3 Steps to Critical Thinking
3. Building Your Leadership Skills
4. Improving Organizational Execution
5. Build a Culture of Innovation
6. Overcome Resistance to Innovation
7. Make Room for Innovation

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### Stage 3 Activity

*(The following reflections are separated for individual or group settings)*

What are some key takeaways or memorable moments from these training videos?

#### Group Reflection:

- ✓ Discuss how often your leaders feel they get to be creative
  - Brainstorms ways your organization can create space for your leaders to be innovative and creative.

#### Individual Reflection:

- ✓ How important is creativity to your role?
- ✓ Do you feel your organization supports your creativity and innovation?
- ✓ What are some daily actions you can take to ensure you're developing both personally and professionally?

Using a scale of 1 to 5 where 1 represents that you do not agree and 5 represents that you do agree, rate yourself on the following areas. You can also write down the reasons or thoughts behind each rating as a tool for measuring your progress as you develop and enhance your skills.

- |  |  |
|--|--|
| a) I feel I can easily decide which tasks are most important | f) I can make important decisions that are supported and respected |
| b) I delegate tasks with ease                                | g) I spend time creating   |
| c) I feel confident in my decisions                          | h) I feel prepared to tackle challenges with they arise            |
| d) I manage my time well                                     | i) I value self-care and devote time to my wellness                |
| e) I am not often overwhelmed by my responsibilities         |  |

# 4

## Stage 4 – Wellness

The following video lessons teach wellness tactics that help you put your best face forward and cope with inevitable stress. Working toward mental wellness helps you make good decisions and be an effective leader.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Expert Insights: Workplace Mental Health for Managers

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### Stage 4 Activity

*(The following reflections can be used in both a group and individual training setting)*

- ✓ Do you think your mental well-being has a direct impact on your team? Why or why not?
- ✓ What are some key takeaways or interesting thoughts you had after watching these video lessons?
- ✓ What are some ways you can make space for self-care in your day-to-day role as a leader? In what ways could this impact your job performance?
- ✓ What are the risks of not prioritizing your mental health?
- ✓ How can prioritizing your mental health impact your team?

Using a scale of 1 to 5 where 1 represents that you do not agree and 5 represents that you do agree, rate yourself on the following areas. You can also write down the reasons or thoughts behind each rating as a tool for measuring your progress as you develop and enhance your skills.

- |   |   |
|---|---|
| <i>a) I feel I can easily decide which tasks are most important</i> | <i>f) I can make important decisions that are supported and respected</i> |
| <i>b) I delegate tasks with ease</i>                                | <i>g) I spend time creating</i>   |
| <i>c) I feel confident in my decisions</i>                          | <i>h) I feel prepared to tackle challenges with they arise</i>            |
| <i>d) I manage my time well</i>                                     | <i>i) I value self-care and devote time to my wellness</i>                |
| <i>e) I am not often overwhelmed by my responsibilities</i>         |   |

Would you like additional resources designed to market leadership skills in your organization? Check out our [client support library](#) where you can find resources including templated [emails](#), [flyers](#), and [activities](#) designed to encourage skills development!



# Congratulations on completing the Enriching Leadership: Your 101 Guide for Generating Distinguished Leaders that Cultivate Growth with Precision, Expertise, and Generosity!

Once your learners have completed the program send them this follow-up email.

Congratulations [insert name] on completing this [Leadership Training Program Name] training program! We hope these video courses and activities enrich your leadership skills and abilities!

In this program, you learned how important leadership is, and with that in mind, we would love to hear your final reflections on this [Leadership Training Program Name] Training Course.

Please let us know what you liked most about this course and share any areas you think need improvement.

We are so excited to walk with you as you continue your career journey here at [company name]. Together we will accomplish great things!



# Enriching Leadership Playbook Recap

Now that your learners have completed this training guide, they have the tools to lead with precision, expertise, and generosity!

We would encourage assigning refreshers of these or related courses every quarter to help learners continue developing their skillset and keep what they have learned throughout this guide top of mind.

We also have several other amazing guides that are available for you to use! Check out:

1. Creating a Culture of Compliance: Your 101 Guide for Building a Robust Compliance Program
2. Diversity, Equity, and Inclusion (DEI) Playbook: Your 101 Guide for Creating a Culture of Belonging and Allyship
3. New Manager Playbook: Your 101 Guide for Training New Managers
4. Onboarding Playbook: Your 101 Guide for Creating an Engaging Experience from Day One with Your New Hires
5. Creating a Safe Workplace Playbook: Your 101 Guide to Keeping Your Employees Physically and Psychologically Safe
6. Working Remotely Playbook: Your 101 Guide to Developing a Collaborative Workplace Environment No Matter Where Your Employees Are

As your learning partner, we love hearing how we can better support your training program initiatives.

## Need help strategizing KPIs and Business goals?

Developing KPIs is important to measuring growth, but knowing the what, where, and how's can be hard. Your BizLibrary Client Success Manager is ready to walk through these steps with you to ensure you have the right targets in place to measure success in meaningful ways.

If you have feedback or suggestions on how we can help prepare your learners in their roles, or how we can partner with you in other areas of your training programs, send a message to your Client Success Manager.

### ***Did you know BizLibrary has a Skills Development Platform that can streamline training across your organization?***

We understand the importance of having a great training program, and we know how hard designing and implementing a program for multiple learners across departments can be.

As your partner, we are always looking for ways to enhance your program. Our newest BizLibrary product is a skills development platform designed to take the guesswork (and gruntwork!) out of curriculum development, and expertly scale personalized learning experiences throughout your organization!

BizSkills is the first and only off-the-shelf upskilling platform that provides your workforce with personalized training and career growth for each unique employee.

Request a free personal consultation or check out our most recent video demonstration [here!](#) You can also find more information on BizSkills by visiting our website [www.bizlibrary.com](http://www.bizlibrary.com)

Already using BizSkills? **You're a rockstar!**