Wharton County Junior College
Continuing Education Leadership Courses
5333 FM 1640. ● Richmond, Texas 77469 ● (281) 238-1531

All leadership courses are 4 hours long and only available upon request from our corporate clients. Cost for these courses may vary based on enrollment, please contact us at ce@wcjc.edu or 281-239-1531 to receive a price quote for your organization.

Course Name	Description
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 to discuss performance and provide ongoing feedback and support. Leaders identify the steps to take after the performance problem discussion and determine if it is necessary to impose formal consequences.
Coaching for Peak Performance	Effective coaching is one of the most important drivers of team member 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 coaching discussions.
Communicating for Leadership Success*	Organizations need need First-Level leaders with strong interpersonal skills who can get things done by mobilizing and engaging others. This foundation course 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.
Communicating with Impact*	This 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. This foundational course is a prerequisite for many of the courses in the Interaction Management® system.
Creating an Inclusive Environment	Creating an Inclusive Environment opens up more possibilities and gives learners specific actions and skills they can personalize and use with others to create an environment of inclusion. Learners explore unconscious bias and negative stereotypes and what they can do to mitigate them as well as develop an "all in" plan for being inclusive.
Developing Yourself and Others	Development is critical to attracting and retaining talent, driving employee engagement, preparing future leaders, and ultimately ensuring the success of the organization. In this course learners are introduced to a practical process to guide their own and others' development-planning efforts. The outcome is a meaningful development plan that supports the organization's current and future business needs.
Embracing Change	This course focuses on the role of individual performers in implementing change in the workplace. Participants discover their Change IQ, learn about the phases of change that many people experience and are introduced to best practices that will enable them to tackle and overcome the new business challenges of today and tomorrow.
High-Impact Feedback & Listening	In this course, individuals 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.
Leading Meetings: Use Time Effectively	Partnered with Dr. Steven Rogelberg, a world scholar on meetings, to present the science behind designing and leading effective meetings that engage and energize. You'll embark on an activity-filled exploration of techniques for creating impactful agendas, encouraging active participation, and managing ineffective behavior. And you'll practice stewardship to make the best use of everyone's time.

*Foundation Course

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Making High-Quality Decisions	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 select the best course of action. Utilizing this process will also help avoid the pitfalls that often undermine high-quality decision making.
Maximizing Team Performance	Often there are more systemic conditions that undermine a team's cohesiveness, collaboration, or ability to achieve goals. This course focuses on how leaders can work with their teams to build the infrastructure that enables maximum performance. Leaders gain experience in diagnosing and applying the five Team Success Factors—Results, Commitment, Communication, Process, and Trust.
Resolving Workplace Conflict	If allowed, conflict can escalate resulting in damage to critical working relationships. This course teaches learners 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.
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. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes.
Strengthening Your Partnerships	Strong partnerships can mean achieving objectives, but changes can make it difficult to build and sustain partnerships. This course focuses on six Checkpoints that help partners identify and focus on important issues and promote open communication. Learners are also introduced to the Partnership Scorecard, a tool used to provide feedback and measure progress on key elements of the partnership.
Taking the HEAT	Service providers usually know how to have a friendly, positive customer interaction but lack the skills to handle confrontational situations. The potential to lose business increases when the service provider does not respond appropriately to a dissatisfied customer. This course equips learners with an important skill set to provide high-quality customer service and turn dissatisfied, upset customers into satisfied, loyal ones.
Valuing Differences	Organizations with a competitive advantage are ones that create an inclusive environment that make the most of people's diverse experiences, ideas, and talents. Valuing Differences gives people effective skills and tools for exploring others' perspectives, understanding and leveraging inherent differences, challenging devaluing behavior, and creating an environment in which people's differences are respected and utilized.
Working as a High-Performing Team	For a team to achieve peak performance, its members must involve, support, and trust one another. This course will enhance team effectiveness and maximize not only performance, but also impact on the organization as a whole. Participants learn the personal, interpersonal, and business advantages of working together as a unit and are introduced to a set of best practices for optimal results.
Your Leadership Journey	This course arms a new or prospective leader with the knowledge and skills needed to confront the challenges they face early in their leader career. The course encourages the learner to think about the transitions that new leaders face and how to handle those challenges. They are introduced to three leadership differentiators that are important to building a positive reputation and contributing to the organization's success.

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