

Leadership Certification Track

The [Leadership](#) track consists of nine sessions that address competencies required for high performing leaders and their leadership system. A leader who has demonstrated results in these leadership competencies will deliver each of these 90-minute sessions. Moving forward from good to great requires expertise in areas such as ethical behavior, a well-defined organizational culture, strategic and customer focus, and making decisions based on the right set of measures and data. Finally, these leadership competencies need to be integrated as part of your overall leadership culture.

You may attend any or all of these workshops. If you complete any six sessions, Sterling will provide you with a [Sterling Leadership Certificate](#).

TAKE THE NEXT LEADERSHIP STEP TOWARDS PERFORMANCE EXCELLENCE!

Wednesday, May 28th - 10:15 am – 11:45 am

The Servant Leader

Jeff Cooper, Sterling Master Examiner

- Learn the differences between key leadership characteristics and the value of adapting different styles based on those you are leading
- Experience the characteristics of different leadership styles through a powerful hands-on exercise
- Develop an understanding of the key components of the Servant Leadership Model

Takeaway: Servant Leadership Self-Evaluation

Wednesday, May 28th - 1:30 pm – 3:00 pm

Accountability that Works: The Power of Achievement

Alaa A. El-Halwagy, Chairman of the Board
Sterling International

Establishing the understanding of the combined power of responsibility, empowerment and accountability is essential in achieving project and organizational results and increased professional growth.

- Reviewing ways to “Hold Ourselves and Others Accountable.”
- Discussing the “Responsibility and Empowerment Role” they play in making accountability work.
- Identifying the “Clear Agreement Guidelines” and how to implement them.

Takeaway: 1. The Language of Accountability Guide. 2. Clear Agreement Form. 3. Turning Poor Results Around Check List.

Wednesday, May 28th - 1:30 pm – 3:00 pm

Mental Health and Wellbeing in the Workplace

Monique Akanbi, Sterling Master Examiner
Field Services Director, SHRM

- Explain the difference between mental health and wellbeing and mental illness
- Describe at least 3 reasons why mental health and wellbeing are important as well as self-care for leaders
- Discuss research and evidence-based strategies to create and implement a mental health and wellbeing culture in the workplace

Takeaway: Mental Health and Wellbeing strategy document

Wednesday, May 28th - 3:15 pm – 4:45 pm

Ethical Leadership: A True North for Navigating Today's Complex Landscape

Jason Lesandrini, Assistant Vice President, Ethics, ACP, and Spiritual Health
Wellstar Health System

- Identify the key components to Ethical Leadership
- Practice Ethical Leadership behaviors
- Identify the benefits of Ethical Leadership to Organizational Success

Takeaway: Key Behaviors for Ethical Leadership Document and Link to sample Ethical Leadership Assessment

Thursday, May 29th – 9:15 am – 10:45 am

Transforming from Management to Leadership

Roland J. Martinez, Deputy Director

Florida Department of Health in Broward County *2018 Governor's Sterling Award Recipient*

- Compare, contrast, and define the differences between management and leadership
- Understand the importance of leveraging your personal traits into leadership action
- Discover the competencies required of leadership

Takeaway: Leadership Behaviors Self-Evaluation Tool

Thursday, May 29th – 11:00 am – 12:30 pm

The Elements of Leadership Performance Excellence

Moderator: Victoria Dune-Chari, Sterling Master Examiner, Wellstar Health System

Panelists: TBD

- Understand the key roles leaders should exhibit daily
- Describe effective communication strategies
- Share Leadership best practices
- Include Q&A from the audience

Takeaway: Sample Leadership System Templates – Each Leader will share at least one best practice

Thursday, May 29th – 1:45 pm – 3:15 pm

The Power of Perpetual Progress: How Leaders Never Stop Learning

Nichole Solomon, Sterling Master Examiner

Director of Call Center Services, Florida Department of Children & Families

- Highlight the Importance of Continuous Learning for Leadership Development
- Explore Practical Ways Leaders Learn and Develop
- Equip Leaders with Tools to Implement Learning in Their Daily Lives

Takeaway: Leadership Learning Tools Guide

Friday, May 30th – 8:00 am – 9:30 am

Beyond Service Excellence: Unleashing the Power of the White Glove Experience™

Dr. Raina Knox, President/CEO

Stratex Solutions

- Identify actionable ways to transform transactional stakeholder interactions into meaningful, empathetic, and empowering experiences
- Explore and apply core hospitality principles from Ritz-Carlton, Nordstrom, Disney, and "Unreasonable Hospitality" to your organization
- Develop a personalized implementation roadmap using White Glove principles for immediate use in your organization

Takeaway: Participants will receive an exclusive White Glove Experience implementation Toolkit, a targeted extract from the full playbook featuring practical tools, templates, and a streamlined roadmap designed for immediately application and impact.

Friday, May 30th – 9:45 am – 11:15 am

Emotional Intelligence: The Differentiating Factor in Leadership & Performance Effectiveness

April Frank, President

Innovative Edge, Inc.

- Describe what emotional intelligence (EI) and social intelligence is and is not
- Discuss five core EI competencies and their importance for leadership effectiveness
- Identify the role of EI competence in resilience and navigating, leading, and managing change
- Describe at least 2-3 findings from neuroscience on emotions and their impact on perception, brain function, focus and behavior and the implications for leaders

Takeaway: Two or three reminder/reference tools that support development of the foundational EI competency of Self-awareness

