

Q1 Leadership Schedule		
Schedule	Developmental Activity	Time
Month 1	Think HR   <i>First Time Manager: Understanding a Managers Role</i>	1 Hour
	Most new managers don't realize how much their new role differs from that of an individual contributor. Often, they have misconceptions about what managing entails, and they may be surprised to learn that the skills and methods required for success as an individual contributor and those needed for success as a manager are very different. This course describes some of the myths about management and their corresponding truths in order to clarify what managers really do. It also points to the typical demands and constraints of a manager's job. Finally, it describes strategies for dealing with common mistakes of first-time managers. Materials designed to support blended learning activities aligned with this course are available from the Resources Page. Duration: 60 Minutes	
	Think HR   <i>Leading Teams: Building Trust and Commitment</i>	1 Hour
	Highly successful teams have members who exhibit certain key characteristics, including an honest and fair approach, personal integrity, and a positive attitude. But two personal qualities are particularly crucial for a member of a high-performance team: a healthy level of trust in others and a sense of commitment to the team. In the early stages of team development, leaders must set up structures and processes that support the development of these team characteristics. This course offers strategies used to build trust based on encouraging honest, accountable, fair, and positive behavior. The course also provides leaders with strategies that help increase team member commitment, such as being supportive, making members feel secure, providing interesting work, and acknowledging contributions and achievements. By using these strategies, team leaders can develop a cohesive team that works together to reach its goals. Materials designed to support blended learning activities aligned with this course are available from the Resources Page. Duration: 60 Minutes	
	Think HR   <i>Leading Teams: Developing the Team and its Culture</i>	1 Hour
Henry Ford once said that coming together is a beginning; keeping together is progress; working together is success. Mr. Ford knew the importance of teamwork. Ask anyone who has worked in a project or team environment, and he will tell you that team dynamics make a huge difference in terms of getting work done and in the whole working environment. A positive, constructive atmosphere can keep team members motivated and productive, while a negative atmosphere can have the opposite effect. Developing effective project teams is one of the primary responsibilities of a team leader. This course outlines the role of the team leader on a high-performance team and highlights the importance of taking steps to develop the team culture early on during team formation. It offers methods used to encourage team participation and provides some key strategies used to build a cohesive team culture by encouraging social interactions, establishing team member competencies, and promoting interdependence. Materials designed to support blended learning activities aligned with this course are available from the Resources Page. Duration: 60 Minutes		
Employee Portal   <i>MLT: Personal Development and Coaching Your Team</i>	1 Hour	
Access this content via the CCS company website, <a href="http://cleanroomcleaning.com">cleanroomcleaning.com</a> . Employee Portal → Training → Monthly Leadership Training → Personal Development and Coaching Your Team Video Recording		



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Leadership Essentials

Schedule	Developmental Activity	Time
	Think HR <i>Leading Teams: Establishing Roles, Goals, and Guidelines</i>	1 Hour
	<p>The way in which a team is built is an important factor in determining team success. Leading a team quickly and smoothly into high performance mode requires the groundwork of setting team goals, identifying project tasks and assigning the right people to them, and defining the standards of team behavior to ensure team members work together so that team objectives are met. This course covers techniques for laying the foundation for a successful team. These techniques include setting team goals, assigning roles to individual team members, and defining specific guidelines that outline how team members should behave to minimize conflict and optimize team performance. Materials designed to support blended learning activities aligned with this course are available from the Resources Page. Duration: 60 Minutes</p>	
	Paycom <i>Set or review personal goals in Paycom</i>	1 hour
	<p>Accomplish this step using the Goal Setting Guidelines worksheet. All goals must be approved by your supervisor once they have been entered into Paycom.</p>	
	Think HR <i>The Voice of Leadership: Effective Leadership Communication Strategies</i>	1 Hour
	<p>How effectively leaders accomplish the objectives of sharing vision and plans, delegating, coaching, and motivating people depends on how well they can adapt their leadership communication style to suit the situation. Leaders who adopt a complementary style that helps communicate their objective increase productivity, company morale, and the overall success of the organization. This course covers the role of communication in leadership and how leaders can effectively communicate their objectives to their teams. It considers the appropriate leadership communication styles that can be implemented for various leadership objectives and the communication skills needed to achieve these objectives. Duration: 60 Minutes</p>	
Month 2	Think HR <i>Communicating Across Cultures</i>	1 Hour
	<p>Communicating effectively across cultures can be very difficult. Not only must you pay attention to the cultural distinctions of your audience and adjust your style to them, but you also need to adjust your style to different forms of communication. This course offers guidelines and best practices for speaking and writing across cultures. The course also highlights the importance of keeping your audience's cultural expectations in mind when creating presentations and how to make your presentations effective in a variety of cross-cultural settings. Finally, the course provides a chance to practice communicating effectively through scenarios involving high- and low-context cultures. 60 Minutes</p>	
	Think HR <i>Telecommuting Basics: Communication Strategies for the Remote Employee</i>	1 Hour
	<p>With the trend toward telecommuting on the rise in many sectors, employees are faced with the growing challenges of working and communicating in virtual offices. Virtual offices can span countries and continents, and effective communication skills are not only important, but are the very key to telecommuters' success and their ability to move forward in their careers. This course provides you with an understanding of the importance of communication skills when working as a telecommuter and also covers how career advancement can be achieved while working in a remote environment. You will be introduced to key strategies that should be used for communications. The course demonstrates methods of maintaining presence in the office when not physically there and also deals with why trust is especially important between telecommuters and their colleagues and managers. You will discover how applying the principles of effective listening can improve the way you communicate. Duration: 60 Minutes</p>	
	Employee Portal <i>MLT: Professionalism &amp; Communication</i>	1 Hour
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Schedule	Developmental Activity		Time
Month 3	Think HR	<i>EEO and Lawful Hiring</i>	30 Minutes
	<p>As a manager, it is essential to use recruitment strategies that attract the right candidates. But just as important is the avoidance of discrimination, both intentional and unintentional. In this course, you will learn about the Equal Employment Opportunity laws that guide your employer's recruiting efforts and how to help ensure your hiring practices are fair and lawful. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state. Duration: 30 Minutes</p>		
	Think HR	<i>Essentials of Interviewing and Hiring: Conducting an Effective Interview</i>	1 Hour
	<p>Proper preparation is crucial to ensure a good interview. But all your preparation will be useless if you don't follow some important guidelines when conducting the employment interview. Opening the interview properly and establishing a sound format are key. You must also be mindful of the functions of different question types and styles so you can use them effectively during an interview. Finally, you will want to close the interview on a positive note. This course describes how to proceed with a face-to-face to interview. It covers how to open an interview well, what types of questions to ask, and how to close the interview. Duration: 60 Minutes</p>		
	Employee Portal	<i>MLT: Interviewing and Recruitment</i>	1 Hour
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	Think HR	<i>A Manager's Guide to Discipline and Documentation</i>	30 Minutes
	<p>A key role for any manager or supervisor is to ensure employees meet the expectations for appropriate and lawful conduct at work. Dealing with problematic behavior and taking disciplinary action can be stressful. But simply ignoring or avoiding problems is not an option because it may signal to employees that inappropriate behavior is acceptable. And mishandling disciplinary issues may result in employee claims of breach of contract, wrongful termination, or discrimination and retaliation. Consistent and fair procedures, honest communication, and clear expectations can help managers deal with disciplinary issues in a way that improves behavior with fewer negative repercussions. This course explains the principles of effective employee discipline, including the concept of due process in the disciplinary procedure, and it describes how to respond to and document a disciplinary issue appropriately. This course was developed with subject matter support provided by the Labor &amp; Employment Law Group of the law firm of Baker, Donelson, Bearman, Caldwell &amp; Berkowitz, PC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state. Duration: 30 Minutes</p>		
	Employee Portal	<i>MLT: Progressive Discipline and Performance</i>	1 Hour
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Virtual Meeting with Training Manager: Wrap-up Leadership		1 Hour	
Paycom	Access Certificate of Completion (accessible after all activities complete)		