



eliminating racism  
empowering women  
**ywca**  
Greater Cleveland

## **YWCA QUEST:** Leadership Education for Women

Are you ready to step up to a new level of leadership? YWCA Quest provides skills that managers need to successfully get work done through others.

Leading a team requires an understanding of group dynamics, coaching, performance management and organizational influence. Quest is uniquely structured to help build relationships, learn and test new ideas, and strengthen leadership presence and capabilities.

### **Who Should Attend**

Quest is ideal for new managers, experienced managers who have not had formal training, and those who could use support in making the transition from individual contributor to a leader of others.

### **Time Commitment**

- 6-month program, 1–2 full days per month
- Visit [www.ywcaofcleveland.org](http://www.ywcaofcleveland.org) for current schedule, session locations and application

### **INVESTMENT**

- \$3,900 includes all materials, assessments and meals

### **What to Expect**

#### **PREPROGRAM**

To prepare for classroom discussion, preparation includes:

- Strengths-finder assessment

#### **DURING THE PROGRAM**

Interactive, experiential learning sessions in a cohort-based program, with diverse and highly qualified facilitators and speakers. Subjects include:

- Strength-Based Leadership
- 360° Leadership Assessment
- Communicating with Confidence
- Implementing Strategy
- Leading with Emotional Intelligence
- Unconscious Bias
- Gender and Leadership
- Negotiation
- Leading Organizational Change
- Managing Cross-Cultural Conflict
- Managing Generational Differences
- Mentoring and Coaching

#### **DEVELOP YOUR PERSONAL LEADERSHIP PLAN**

Develop a game plan for your development and a structured methodology to create the plan and follow through.

#### **PEER NETWORK DEVELOPMENT**

Build and strengthen your personal and professional network of powerful women during the program and beyond.

#### **POSTPROGRAM**

Join the YWCA Women's Leadership Institute community, and stay engaged on topics and events that promote women's empowerment, social justice, ongoing learning and development.

### **Testimonials**

“The YWCA Quest Program is life-changing. It taught me how to be a better leader AND a better person. It challenged me AND changed me. My tablemates were wonderful, and I would not have wanted to share this experience with anyone else. The facilitators were knowledgeable and engaging. I gained confidence and feel empowered.”

– Mandy Andrews, KeyBank

“Quest provided the platform for me to take a step back from fighting daily fires and focus on approaching problems and development strategically. Learning skills and tools to enhance myself, and more importantly others, has been an excellent and unique opportunity.”

– Greer Gibbons,  
The Lubrizol Corporation



“Quest has helped me to develop the courage to lead. I have identified many ways to improve my emotional intelligence to become an authentic leader and a better person.”

– Anouska Norman,  
The Lubrizol Corporation



## Detailed Course Descriptions

### LEADING HEALTHY AND HIGHLY PRODUCTIVE TEAMS

In today's environment, change is the only constant. For organizations to embrace change, their people must change. People can change if organizations do not, but organizations cannot change unless people change. This session helps those faced with change learn how to overcome barriers to accepting change and use tools and techniques to help others embrace change.

### MANAGING CROSS-CULTURAL CONFLICT

Building agreement represents a positive approach to resolving conflict. Instead of looking at conflict as something that needs to be resolved or managed, the approach should focus on creating a shared vision based on commonality and building commitment to a path forward. Participants will learn to identify how culture, diversity and unconscious bias affect their individual performance, as well as their ability to lead others. Participants will acquire strategies to recognize and overcome unconscious bias triggers.

### LEADING WITH EMOTIONAL INTELLIGENCE

Leaders with developed emotional intelligence possess greater self-awareness. In this session, participants will gain a better understanding of what it means to be emotionally intelligent. Skills acquired in this session not only help participants manage their own emotions, but also empower them to recognize and understand others' feelings, especially those who have competing needs and require personalized support to move toward positive action.

### DEVELOPING YOUR TEAM: MENTORING AND COACHING

Successful leaders understand that regular coaching is integral to their job. Coaching and mentoring are a part of the overall development process and should be integrated into other management processes. This enables managers to build their team all of the time, not just coach them when there is a problem that needs attention. The result is more productive, more effective teams. In this session, participants will learn to use mentoring and coaching to improve the performance of others.

### LEADERSHIP AND GENDER IN THE WORKPLACE

For generations, the corporate world has largely adopted a male definition of leadership. Women can be just as ambitious and career-driven as men, but they tend to have a different perspective on life. In this session, participants will examine gender leadership differences, assess workplace culture and apply appropriate styles to increase leadership effectiveness. Participants will learn how to manage conflict assertively as opposed to aggressively.