

# INCLUSIVE LEADERSHIP CERTIFICATE PROGRAM

Helping Today's Leaders Build High-Performing Teams and Organizations  
through Generational Fluency, Intercultural Competency, Emotional  
Intelligence and Intentional Culture Creation

## THE BUILDING BLOCKS

Generational Fluency – May 3, 12-2 PM CT

Intercultural Competency – May 4, 12-2 PM CT

Emotional Intelligence – May 5, 12-2 PM CT

Intentional Culture Creation – May 6, 12-2 PM CT

Inclusive leadership is essential for success and organizational growth. Through this certificate program, you will build the mindset and skillset that is necessary to truly be an effective, inclusive leader.

Today's leaders serve and inspire others by fostering an environment that embraces diversity. Through a combination of case studies, research, theory, and interactive exploration of the competencies necessary for success, The Inclusive Leadership Certificate Program equips individuals with the tools and resources necessary to thrive both personally and professionally.

The certificate program is produced by CRE Insight Journal in partnership with your BOMA local. For help with registration, contact Marty Tomlinson, (404) 475-9980 ext. 8 or [registration@creinsightjournal.com](mailto:registration@creinsightjournal.com).



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## INCLUSIVE LEADERSHIP CERTIFICATE PROGRAM

The Inclusive Leadership Certificate Program features a series of four, two-hour, interactive webinars designed to help individuals build skills that are essential to become inclusive leaders. Participants who fully complete a minimum of three of the four sessions will earn an official Inclusive Leadership Certificate.

### CURRICULUM

#### **Generational Fluency – May 3, 12-2 PM CT**

With the fast pace of change in American society, each generation has grown up in a different world, resulting in social and cultural differences that shape mindsets and expectations. Without the right understanding, these perspectives can collide and cause conflict, even when everyone means well, and wreak havoc on workplace morale and bottom-line results. In this foundational and interactive session, theoretical, historical and practical insights will be leveraged to present a high-level view of the generations in the workforce and how to bring them together for greater understanding – and more effective working relationships.

#### **Intercultural Competency – May 4, 12-2 PM CT**

Our personal backgrounds influence our perspective. Among a wide spectrum of backgrounds within the workplace, it's no wonder different perspectives can sometimes cause conflict or misunderstanding ... even when everyone means well. It doesn't have to be that way. With the right understanding, our different views can serve as our greatest strength. In this session, participants will learn how to break down barriers that divide and build up awareness that unites and empowers all people to create a more inclusive and innovative future.

#### **Emotional Intelligence – May 5, 12-2 PM CT**

Empathy has become a leadership buzzword, and yet, that's only one facet of emotional intelligence mastery. Understanding how to read and handle our own emotions, while functioning from our intellect is hard enough. Learning how to "read the room" of others and coach them to emotional intelligence is yet another leadership skill that is essential for success in the 2020s. Marrying emotional intelligence with becoming a powerful creator of the world you want to live in through the judicious use of language will illustrate your effectiveness, influence the experience others have with you, and help you see thrive in a complex environment. Coaching others how to do the same will make your team irresistible and your company a magnet for talent.

#### **Intentional Culture Creation – May 6, 12-2 PM CT**

Belonging, a sense of fitting in, is a basic human need that, according to Maslow's Hierarchy of Needs, is necessary before self-esteem and reaching full potential and optimal performance. Among a diverse mix of perspectives in the workplace, it's challenging to create a culture where all people belong and are empowered to thrive yet strive towards a common goal. In this session, you will learn how to design a culture conducive for diversity of thoughts, backgrounds, and experiences while ensuring a shared language and expectation set, and movement towards a common goal.

### INSTRUCTORS

**Cynthia Mills** is the Founder, President and Chief Executive Officer of The Leaders' Haven™, a consultancy serving clients as a business strategist, board consultant, business and executive coach, succession planning and change management guide, leadership development catalyst, speaker, and facilitator for small privately held and family-owned businesses, corporations, associations, not-for-profits, NGOs, and faith-based communities. Cynthia inspires leaders to engage in transformational journeys.

**Jessica Stollings-Holder** is a national speaker, trainer, author and researcher who empowers leaders to think differently about differences and turn obstacles into opportunities. Jessica is passionate about helping all people feel understood, included, and valued. She knows how differences can help, not hinder, business. And she helps leaders leverage the qualities that make each member of their team unique into an action plan to make teams more successful.

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