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Organizational Excellence Menu

Offered through customized keynotes, individual modules and workshops (half-day/one-two/three days) at a time/location (including virtually) convenient to you and your organization.

Building Cathedrals: The Power of Purpose

My first book, *Building Cathedrals: The Power of Purpose*, is based on a story that has been told for over 300 years that illustrates the most productive and successful people in life and in business are those of purpose. And while many have heard a version of this apocryphal story, I discovered the origin of this life-changing story to the world's most famous architect, Christopher Wren, who was commissioned to rebuild Saint Paul's Cathedral after the fire of 1666 that devastated London. I enrich this story dissecting the leadership qualities of Christopher Wren and revisiting the fire of 1666 and its redemptive qualities not only to London but also in our personal and organizational lives as well.

I introduce a powerful metaphor, a "Cathedral," as something that adds purpose to our lives and business, that drives our behavior, while encouraging us to not only find our "Cathedral," but to help, support and recognize others in finding their "Cathedral." The "Bricklayers" in the story provide the backdrop for a rich discussion on employee engagement and the dynamics that occur in modern day organizations. The highlight of this presentation are personal stories of people who are building modern day "Cathedrals" and those who have experienced "personal fires," but like London were able to come out better, stronger and faster. I conclude with a list of simple yet powerful examples of how we have the amazing power and the responsibility to touch, inspire and engage others in a deep and meaningful way.

Leadership in Adversity

You don't pick history, history picks you! And given the unprecedented times we're living in; leadership has never been more important! I start with the Five New R's (*Reengagement, Recommitment, Reinvention, Reset, & Rebuild*) followed by VUCA (*Volatility, Uncertainty, Complexity and Ambiguity*) all related to being comfortable with being uncomfortable and leading our people post pandemic. IQ may help us manage through these turbulent times, but it's EQ (*Emotional Intelligence*) that enables real leadership and deep connections with our folks! The Golden Circle of Why, How & What results in the "blood, sweat & tears" needed to come out on the other side of this crisis better, stronger and faster.



Organizational Traction

How are certain organizations thriving while others are barely holding on by a thread? I outline six components (*Vision, People, Data, Issues, Process & Traction*) that will answer this question and provide a roadmap for achieving peak performance. I provide numerous models for employee engagement and the Four Disciplines of Execution needed for implementing your plan.

Team Effectiveness

Unfortunately, most teams are not reaching "Perform" (*Form-Storm-Norm-Perform*) and in most cases stuck in "Storm." I cover: Three Virtues of an Ideal Team Member, GWC (*Team members that Get it, Want it & Have the Capacity to do the Job*), Team Communications, Team Soft Skills, Five Dysfunctions of a Team, Five Disciplines of Team Leaders, Steps of Team Growth (*Form-Storm-Norm-Perform*) and Conflict Resolution, just to name a few! Perfect for both individual teams and board development.

Communication Excellence and The Appreciation of Differences

While we view the world out of four basic windows (*Drivers, Analyticals, Expressives, Amiables*), most of us favor two of the four and don't always understand, appreciate and maximize the differences in other's communication needs and preferences. In addition to building this powerful communication model from the ground up, we take a deep dive in how to maximize each style and discover the not so productive changes in communication style during stressful situations. After this presentation, participants will strive to be more "intentional" when communicating and more strategic when building teams as diversity of thought is paramount.

Myers-Briggs Type Indicator (MBTI)

The MBTI assessment is the most widely used personality tool in the world. More than 2 million people worldwide take it each year. The assessment is used by most of the Fortune 500 companies and many multinational, government and educational organizations. MBTI certified, Greg Coker uses this instrument as a powerful coaching tool, a catalyst for teambuilding and a foundation for organizational excellence.

Stress Management

Bottom line, your folks are at their wit's end! Boosting your employee's immune system through stress management will not only keep them healthy at home and at work, it will keep them producing the results you must have to thrive during these unprecedented times. The highlight of this presentation is the Seven Characteristics of Stress Resistant People, all research based and guaranteed to both reinforce what your folks are already doing to stay mentally and physically healthy and motivate them for the needed changes.

Trust: The One Thing that Changes Everything

Trust is that one thing that is common to every individual, relationship, team, family, organization, the one thing which, if removed, will destroy the most successful business, the most thriving economy, the most influential leadership. On the other hand, if developed and leveraged, that one thing has the potential to create unparalleled success and prosperity in every dimension of life and

business. Yet, it is the least understood, most neglected and most underestimated possibility of our time. The ability to establish, grow, extend and restore trust is not only vital to our personal and interpersonal well-being; it is the key leadership competency of the new global economy. This presentation covers how to increase your “trust quotient,” how to build a high trust culture and the key behaviors of high-trust leaders.

Management AND (Not Or) Leadership

It’s management AND leadership! For the most part, we manage “things,” lead people. If we know, we can “manage,” if we love we can “lead!” And while I’ll cover both management and leadership principles and philosophy, I provide a model for both managing and leading based on the needs of others versus your favorite and most comfortable style, avoiding over/under managing/leading. This leadership model also supports a performance management system that will produce greater results and eliminate surprises of how we manage and lead others.

Below the Line: The Psychology of Negotiation

Most leaders agree that negotiation is indeed a key mission-critical skill but less than ten percent of today’s leaders report ever having formal training on this topic. While there are two variables in all negotiations, “Above the Line” (metrics, the hard numbers, etc.) and “Below the Line” (the underlying emotions), most focus on the “Above the Line” issues. In this powerful, game-changing presentation, I share scientifically validated principles of persuasion, the psychology of human behavior and numerous strategies for building trust and rapport, all related to equipping you and your organization in negotiating win-win agreements.

Emotional Intelligence

Our emotions are contagious, resonating energy and enthusiasm, all playing a crucial role in our personal effectiveness and success. The converse is true. If we spread negativity, mistrust, fear and intimidation, our effectiveness and success will be diminished. We excel not just through our “*Skills & Smarts*,” but through “*Connecting*” with others. In this presentation I outline the four components of Emotional Intelligence (*Self-Awareness, Self-Management, Social Awareness, Relationship Management*) while providing specific strategies of “increasing/refreshing the oxygen” when you enter a room!

The Seven Dynamics of Change

Rather than covering the boring academics related to change management, I place participants on the receiving end of change followed by a debrief on the seven dynamics of change. In addition to providing specific strategies on managing and leading change, the seven dynamics lay the foundation for best practices on how best to communicate needed organizational changes.

The Hard Facts About Soft Skills

My approach to Soft Skills is driven by a laser-like focus on *purpose* and *engagement*. While most “Soft Skill” programs are singularly focused on basic “work skills” and way too academic, I tap into each participant’s innate pursuit for purpose, engagement and the need to contribute. I readily acknowledge the “Hard/Technical” skills are the most important and praise workforce development for the work



they're doing in this area. But now more than ever, employers are demanding we prepare employees with the "Soft Skills" needed for career readiness and workplace success. In this entertaining, inspirational and educational presentation based on my second book (Soft Skills Field Manual: The Unwritten Rules for Succeeding in the Workplace), I outline strategies for career success and individual/team and organizational effectiveness.

Healing the Wounds: Forgiveness & Reconciliation in the Workplace

Forgiveness, reconciliation and closure are organizational dynamics leaders can no longer afford to ignore. In fact, if organizations could quantify the cost of the lack of forgiveness and reconciliation in the workplace, they most certainly would address it. Bottom line, organizations are not reaching optimum levels of performance due to multiple issues, with the lack of forgiveness & reconciliation ranking at the top of the list. While most eventually forgive, they rarely reconcile believing reconciliation means resolution. The result is the needed closure stolen from both parties. In short, most organizations are stuck in "Storm." Based on my third book (Healing the Wounds: Forgiveness & Reconciliation in the Workplace) and life-changing personal experience, I cover the root causes of and the need for forgiveness and reconciliation in the workplace, the business costs of not forgiving and reconciling and how to build a culture of forgiveness and reconciliation. In this powerful, thought provoking presentation, we start the address this organizational dynamic.