

# The Total Leader<sup>®</sup> Solution

from Leadership Management<sup>®</sup> International

Become the leader you and  
your business need you to be



# The Total Leader®

Modern business demands leaders. Organizations are constantly searching for innovators and creators to join their ranks and help inspire the next generation of talent. Whether it's to motivate an existing team or to strategize the plan moving forward, companies of all sizes are looking for confident individuals to step up to the plate and represent their business.

However, it has become unsustainable for businesses to routinely recruit new leaders, and now there is an increased focus on developing talented employees from within an organization. Using leadership programs and training, individuals can achieve their personal and professional goals, while providing much-needed leadership for their respective organizations.

The organization of the future is one where every employee is a leader – of themselves if not of their colleagues. The Total Leader® initiative promotes the personal progression of employees, turning them into creators and innovators that can empower fellow workers, while delivering impressive results themselves.

By magnifying potential and fostering the growth of important leadership qualities, the Total Leader® program aims to coach raw talent into becoming the sought-after leader that every organization needs.

So, what defines a leader? The Total Leader® program is made up of four key facets, that combined, represent what is needed to lead yourself and other people in the workplace. The four stages of the program are:

▶ PERSONAL PRODUCTIVITY

▶ PERSONAL LEADERSHIP

▶ MOTIVATIONAL LEADERSHIP

▶ STRATEGIC LEADERSHIP

We believe that only once all four of these aspects of personal development have been mastered can an individual consider themselves a Total Leader®. The best leaders will excel at all aspects of leadership and organizations committed to developing their people into Total Leaders will excel within their sector.

If you or your organization need this level of excellence, then please read on and learn more about the program and what it takes to become a Total Leader®.



“The program has revitalized my enthusiasm and motivation, improved my time management and communication skills, increased my determination and persistency, improved my relationship with my staff, and increased the productivity of my staff and myself.”

Brian Huels  
Manager Information Technology  
United Counties of Leeds and Grenville

# The Unique LMI<sup>®</sup> Process

LMI<sup>®</sup> delivers a process that not only provides skill and competency development but changes the attitudes and behaviours of the participant.

To ensure that measurable results and a Return On Investment are achieved:

- Specific workplace goals for learning and performance improvement are established in consulting between the Participant and Company Management, refined in 2 up-front sessions
- Support from the LMI<sup>®</sup> Facilitator guides the Participant's "on the job" application of the learning
- Complete resource materials allow multi-sensory learning
- Ten interactive sessions are facilitated in convenient bi-weekly workshops
- Participants present key results and a summary of course accomplishments at a special Graduation Meeting. Certificates are awarded

Over the course of several weeks, we will guide you through a personalized development process that results in change — measurable, long-lasting change. Rather than following the advice of some business guru or focusing on what current management fads seem important, we start by meeting with you to determine exactly what you want to accomplish. We focus on what's important to you. Your goals become the driving force behind our results-centered development process, a process that follows four broad steps:

## Step 1 – Evaluating Performance

Starting with the results you want to achieve, we evaluate where your people are now. Based on our findings, we then determine the performance gap.

## Step 2 – Developing a Plan of Action

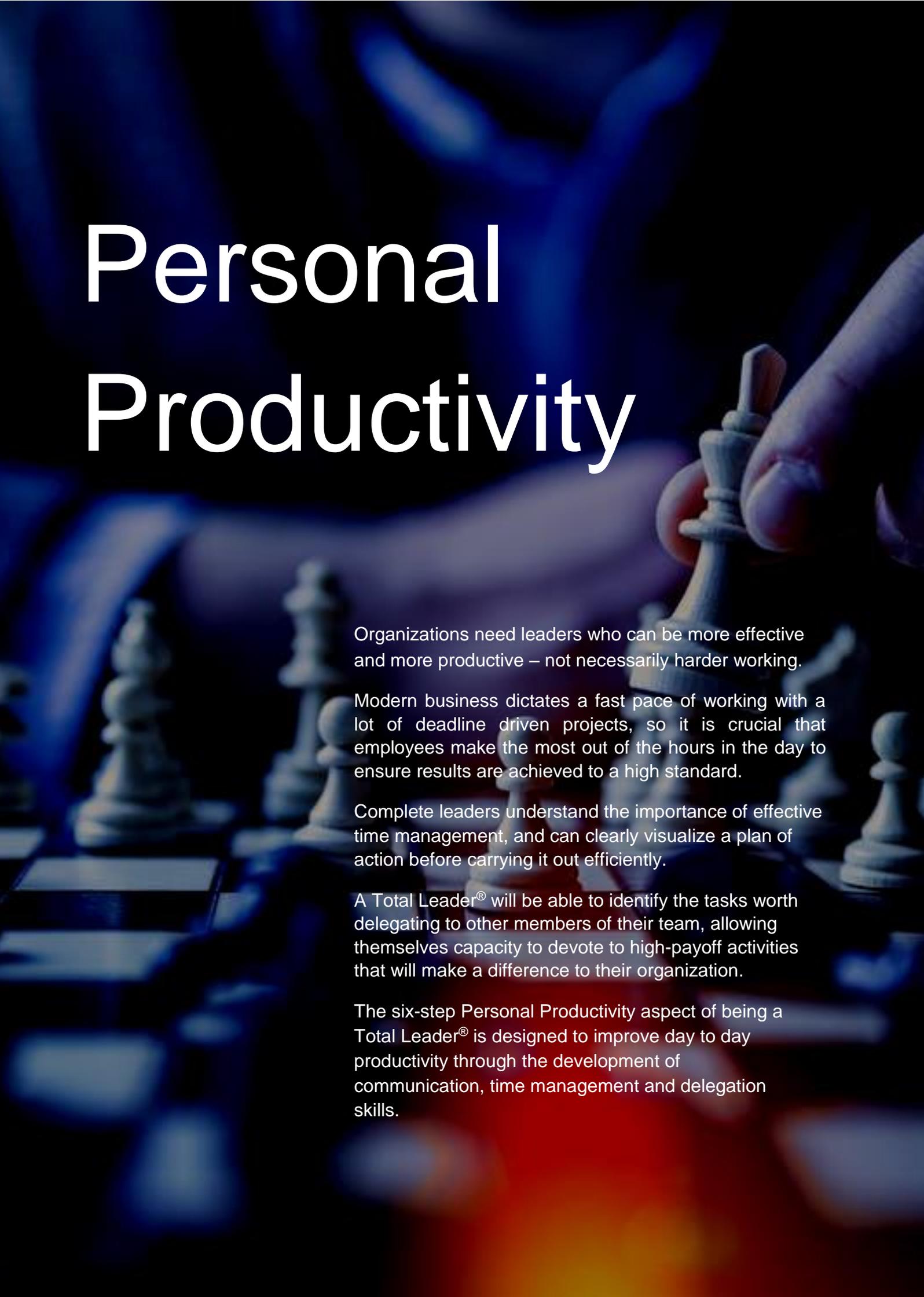
By identifying the changes that need to take place, we help you set specific and measurable goals and develop a detailed plan of action. Participants immediately begin applying techniques designed to help them change their behavior and fostering the new habits that will lead to the results you want.

## Step 3 – Changing Behavior

Implementing the process over several weeks has many benefits. Participants don't feel overwhelmed and have sufficient time to master each step and to change their attitudes and mental models. More importantly, new behaviors are applied directly to real business issues. Because of this unique development process, we are able to hard-wire these changes into your organization to ensure long-term, ongoing results.

## Step 4 – Measuring Results

Our goal is to develop long-term relationships with our clients. To do that, our process must deliver not only results, but also a high return on investment. We will help you document your investment performance and identify additional areas for continuing improvement. Developing your people should be a positive investment, not an expense.

A hand is shown moving a white chess king piece on a dark chessboard. The background is a blurred blue and purple gradient, suggesting a strategic or business environment. The text is overlaid on the left side of the image.

# Personal Productivity

Organizations need leaders who can be more effective and more productive – not necessarily harder working.

Modern business dictates a fast pace of working with a lot of deadline driven projects, so it is crucial that employees make the most out of the hours in the day to ensure results are achieved to a high standard.

Complete leaders understand the importance of effective time management, and can clearly visualize a plan of action before carrying it out efficiently.

A Total Leader® will be able to identify the tasks worth delegating to other members of their team, allowing themselves capacity to devote to high-payoff activities that will make a difference to their organization.

The six-step Personal Productivity aspect of being a Total Leader® is designed to improve day to day productivity through the development of communication, time management and delegation skills.

# Effective Personal Productivity®

## **Session One:** *Introduction to Concepts*

- Concepts of Success, Motivation & Attitude Changes
- Organizational Climate Survey
- Individual Self-Image Profiles
- Success as Related to Past Conditioning
- Attitude and Habits – The Effective Motivators
- Multi-Sensory Learning
- Spaced Repetition
- The Power of Goal Setting

## **Session Two:** *Developing Goal Planning Sheets*

- Validation of ROI
- Developing Personal Related Goal Planning Sheets
- Developing Business Job Related Goal Planning Sheets
- Fine Tuning Goal Tracking Systems
- Integration of My-Tyme Planner with Goal Planning Sheets
- Profile Evaluation Awareness and Integration into Goal Planning Sheets

## **Session Three:** *The Nature of Productivity*

- What is Productivity?
- Time – The Key Resource for Increasing Productivity
- Attitudes Toward Planning and Goal Setting
- Attitudes Toward Other People
- Attitudes Toward External Circumstances
- Attitudes Toward Practices and Procedures
- Attitudes Toward Yourself
- Identifying and Using High Payoff Activities
- Establishing a Base Line for Productivity
- The Rewards of Improving Productivity

## **Session Four:** *Productivity Through Goals Achievement*

- Having a Positive Self-Image
- Personal and Organizational Goals
- How the Goal-Setting Process Works
- The Power of Written Goals
- Finding Time for Planning and Goal Setting
- Tracking and Feedback
- Putting Affirmation and Visualization into Practice

## **Session Five:** *Increasing Productivity Through Managing Priorities*

- Setting Priorities for Each Day
- Setting Priorities in All Areas of Life
- Maintaining Focus by Limiting Interruptions
- Handling E-mail Efficiently
- Managing Communications
- Setting Up an Efficient Work Area
- Managing Drop-In Visitors
- Crisis Management
- Protect Your Productivity by Saying “No”

## **Session Six:** *Improving Productivity Through Communication*

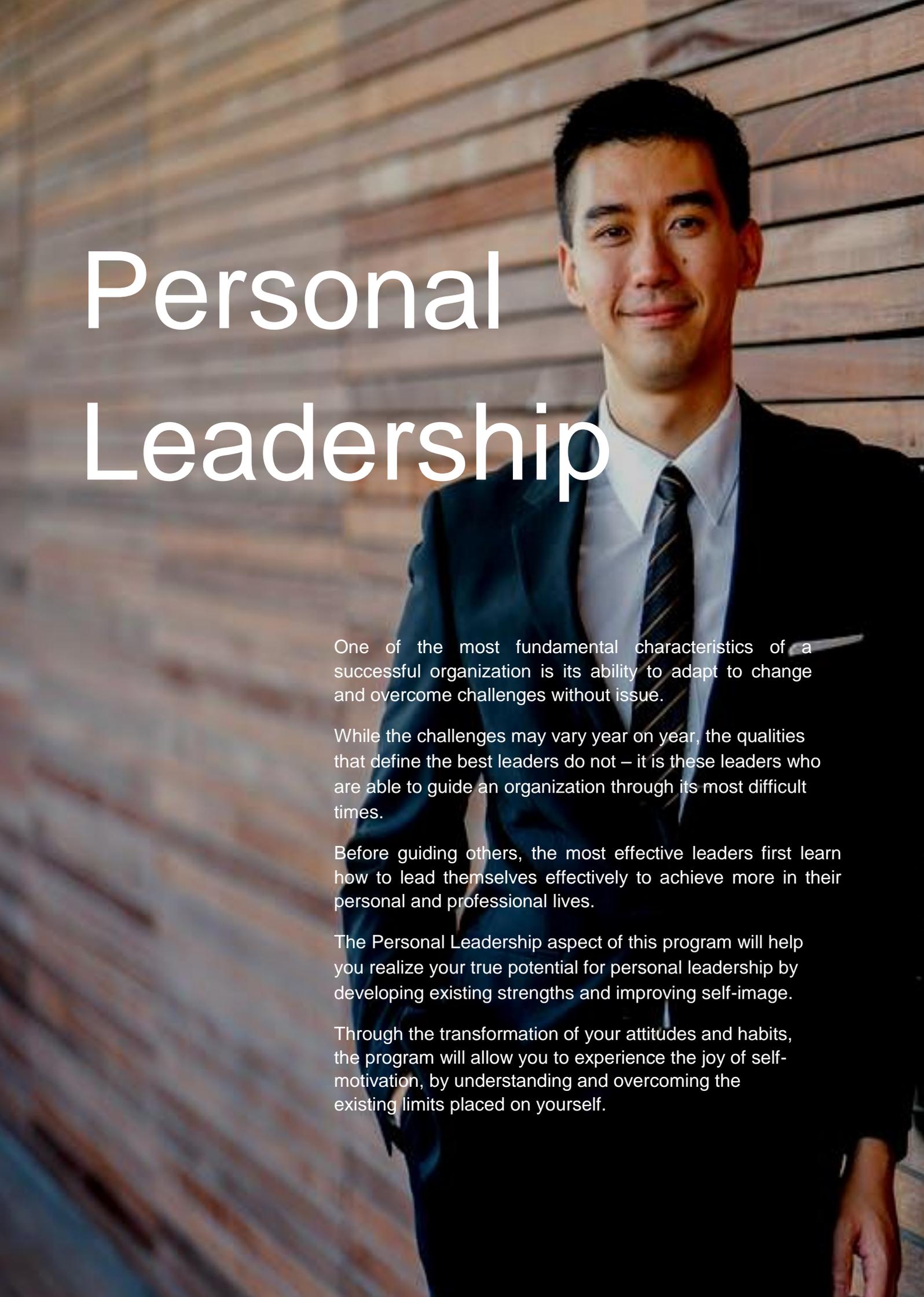
- Mastering Communication Skills
- The Role of Empathy in Communication
- How Behaviour Affects Communication
- Asking the Right Questions
- Listening for the Total Message
- Writing for Clear Communication
- Using E-mail Properly
- Using Technology Efficiently and Effectively

## **Session Seven:** *Empowering the Team for Peak Performance*

- The Empowerment Imperative
- The Benefits of Empowerment
- Empowering Different Generations
- Attitudes – The Heart of Empowerment
- Developing Team Players Through Delegation
- Levels of Delegation
- Communication and Delegation

## **Session Eight:** *Increasing Productivity of the Team*

- Sharing and Communicating Goals
- Creating a Learning Environment
- Developing and Coaching Self-Directed Work Teams
- Developing People to Be Their Best
- Following Efficient Procedures
- Implementing Productive Meeting Strategies
- Living with Positive Expectancy
- Celebrating Your Success!

A man in a dark suit, light blue shirt, and striped tie stands in front of a wooden wall. He is smiling slightly and looking towards the camera. The background is a wall of horizontal wooden planks.

# Personal Leadership

One of the most fundamental characteristics of a successful organization is its ability to adapt to change and overcome challenges without issue.

While the challenges may vary year on year, the qualities that define the best leaders do not – it is these leaders who are able to guide an organization through its most difficult times.

Before guiding others, the most effective leaders first learn how to lead themselves effectively to achieve more in their personal and professional lives.

The Personal Leadership aspect of this program will help you realize your true potential for personal leadership by developing existing strengths and improving self-image.

Through the transformation of your attitudes and habits, the program will allow you to experience the joy of self-motivation, by understanding and overcoming the existing limits placed on yourself.

# Effective Personal Leadership®

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## **Session Three:** *Your Potential for Personal Leadership*

- Believing in Your Full Potential
- Discovering Your Untapped Potential
- Your Opportunity for Leadership Growth
- Personal Leadership Requires Courage
- Focusing on Your Strengths
- The Rewards of Leadership
- The Internal Nature of Personal Leadership

## **Session Four:** *Self-Knowledge: The Source of Personal Leadership*

- Self-Knowledge and Emotional Intelligence
- Leading with Emotional Intelligence
- Understanding Our Past
- Breaking Out of a Conditioned Existence
- Developing a Strong Self-Image
- True Leaders Are Authentic Leaders
- Committing to Authentic Leadership

## **Session Five:** *Six Essentials of Personal Leadership*

- Success Essential #1: Personal Responsibility
- Success Essential #2: Purpose
- Success Essential #3: Plan
- Success Essential #4: Passion
- Success Essential #5: Positive Expectancy
- Success Essential #6: Persistence

## **Session Six:** *Take Personal Responsibility*

- Personal Responsibility Equals Freedom
- Personal Responsibility and Self-Motivation
- Recognizing Our Basic Human Needs
- The Disadvantages of Motivation through Fear
- The Limits of Motivation through Incentive
- The Power of Motivation through Attitudes

## **Session Seven:** *Discover Your Purpose*

- Singleness of Purpose Requires Commitment
- Discovering Your Life Purpose
- Crystallizing Your Life Purpose
- Establishing Your Priorities
- Creating a Personal Mission Statement
- The Fundamentals of Goal Setting
- Avoiding Distractions on Your Path

## **Session Eight:** *Plan Your Path*

- Programming Your Goal-Setting Computer
- Committing to Your Goals
- Understanding Different Goals
- Tangible and Intangible Goals
- Obstacles to Goals Achievement
- The Power of Target Dates
- Is it Worth it to Me?

**Session Nine:**  
***Ignite Your Passion***

- Making Passion a Way of Life
- The Hallmarks of Genuine Passion
- Enthusiasm Reflects Your Passion
- Controlling the Emotional Climate
- How to Build Enthusiasm
- The Benefits of Enthusiasm

**Session Ten:**  
***Act with Positive Expectancy***

- Positive Expectancy Requires Belief
- How Positive Expectancy Works
- Positive Expectancy Starts with Affirmation
- Positive Expectancy is Magnified with Visualization
- Developing an Attitude of Positive Expectancy
- How Our Attitudes and Habits Are Formed
- Changing Current Attitudes and Habits
- The Self-Fulfilling Prophecy

**Session Eleven:**  
***Follow Through With Persistence***

- Reasons Why People Quit
- Developing Iron-Willed Persistence
- Turning Adversity into Opportunity
- Making Good Decisions Requires Persistence
- Persistence Pays Off!

**Session Twelve:**  
***Living A Balanced Life***

- The Total Person® and Personal Leadership
- Planning Your Time with Priorities in Mind
- Time Is Your Most Valuable Asset
- Taking Responsibility for the Time You Use
- Becoming a Total Person®

**Session Thirteen:**  
***The Art of Successful Communication***

- Leaders Are Communicators
- The Critical Role of Empathy in Communication
- Learning to Listen with Empathy
- Developing Empathy
- Setting an Example by Relationship Management
- Leadership through Communication

**Session Fourteen:**  
***Multiplying Your Leadership***

- Leaders Have Integrity and Character
- Leaders Are Role Models
- Leaders Are Developers of People
- Leaders Are Empowerers of People
- The rewards of Empowering Others
- Living a Life Filled with Potential
- The Leadership Challenge

“My business and personal goals were unclear before I had started the course. A few short months later, I’m clearer than ever before on where my business and personal life are heading. The program affects so many aspects of your life that dramatic positive changes start to happen immediately.”

Marco Santoro  
Tanya Santoro Team.com



# Motivational Leadership

Once you have developed personal leadership and learned how to enhance your own productivity, you will then be ready to lead and develop others around you.

To be an effective leader of others you must learn to motivate colleagues, leading by example, not barking orders and ruling with an iron fist.

The most successful leaders are able to get the best out of their colleagues by acting as a role model, and inspiring people through their own positive actions.

One of the key leadership characteristics is to set high standards of accountability for yourself and everything you do, at work and at home.

You may not have the natural ability to lead and motivate others yet, but with some careful adjustments to attitudes and behaviours, you will quickly develop the necessary leadership skills.

# Effective Motivational Leadership®

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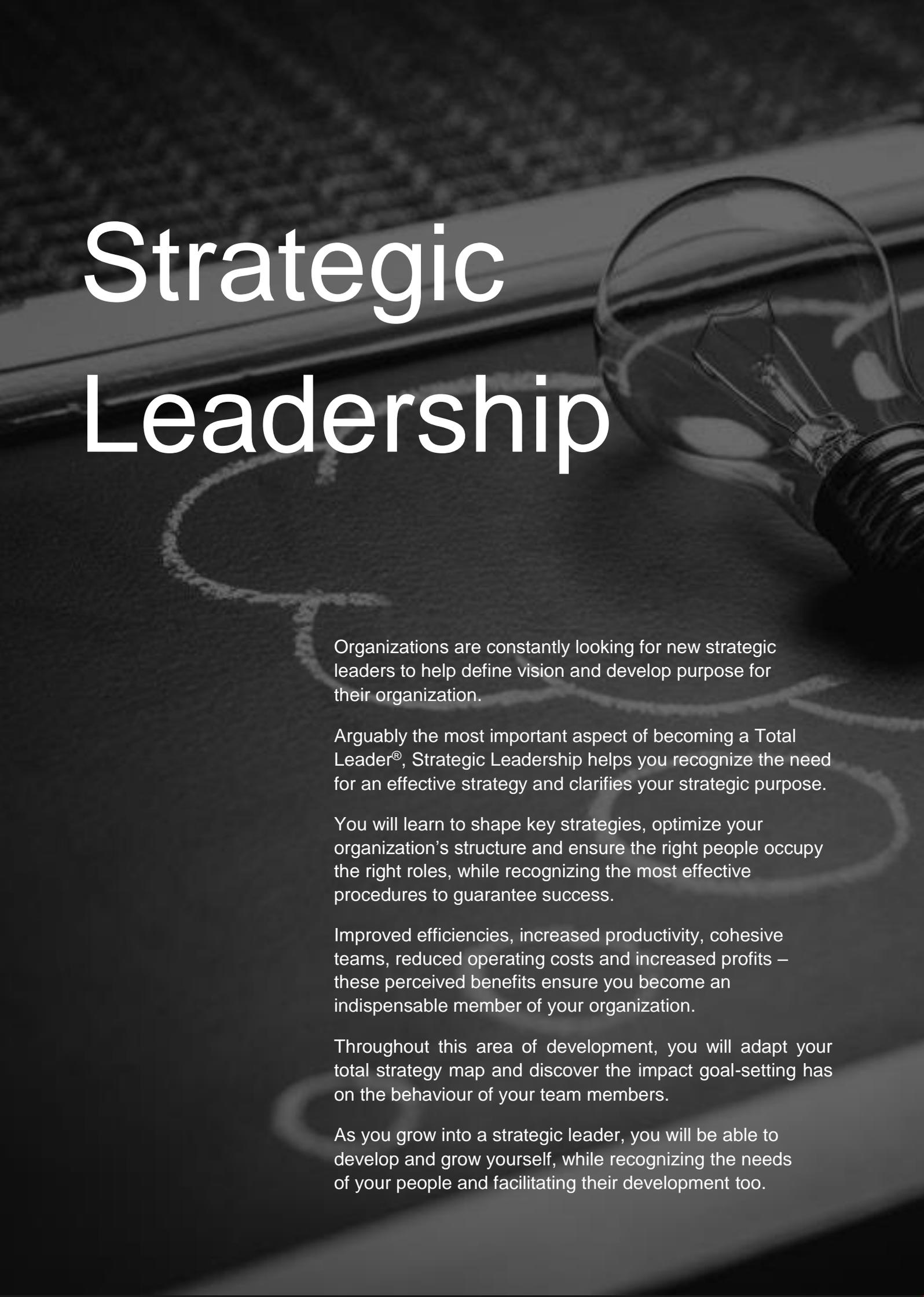
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- Tangible and Intangible Goals
- Obstacles to Goals Achievement
- The Power of Target Dates
- Is it Worth it to Me?

## **Session Nine:** *Leading Change and Innovation*

- Change is Everywhere
- Overcoming Resistance to Change
- Leading the Way for Change
- The Psychology of Change
- Using Innovation to Succeed
- Leading Innovation in Your Organization

## **Session Ten:** *The Leader of the Future*

- Leading into the Future
- The Demands of Leadership
- Rewards of Leadership
- Your Leadership Journey

A lightbulb and a pen are shown on a chalkboard. A thought bubble is drawn on the chalkboard, containing the text of the document. The background is dark and textured.

# Strategic Leadership

Organizations are constantly looking for new strategic leaders to help define vision and develop purpose for their organization.

Arguably the most important aspect of becoming a Total Leader<sup>®</sup>, Strategic Leadership helps you recognize the need for an effective strategy and clarifies your strategic purpose.

You will learn to shape key strategies, optimize your organization's structure and ensure the right people occupy the right roles, while recognizing the most effective procedures to guarantee success.

Improved efficiencies, increased productivity, cohesive teams, reduced operating costs and increased profits – these perceived benefits ensure you become an indispensable member of your organization.

Throughout this area of development, you will adapt your total strategy map and discover the impact goal-setting has on the behaviour of your team members.

As you grow into a strategic leader, you will be able to develop and grow yourself, while recognizing the needs of your people and facilitating their development too.

# Effective Strategic Leadership®

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## Session Three: *The Power of Strategic Leadership*

- The Need for Organizational Strategy
- Developing an Effective Strategy
- The Purpose of Organizational Strategy
- Obstacles to Strategic Success
- Your role in Organizational Strategy

## Session Four: *Strategic Purpose: Why We Exist*

- Purpose of the Organization
- Developing Your Strategy
- Defining Your Strategic Purpose
- Commitment to Achievement and Productivity
- Leading Through Strategic Purpose
- Integrating Personal and Business Goals

## Session Five: *Strategic Assessment: Where We Stand Now*

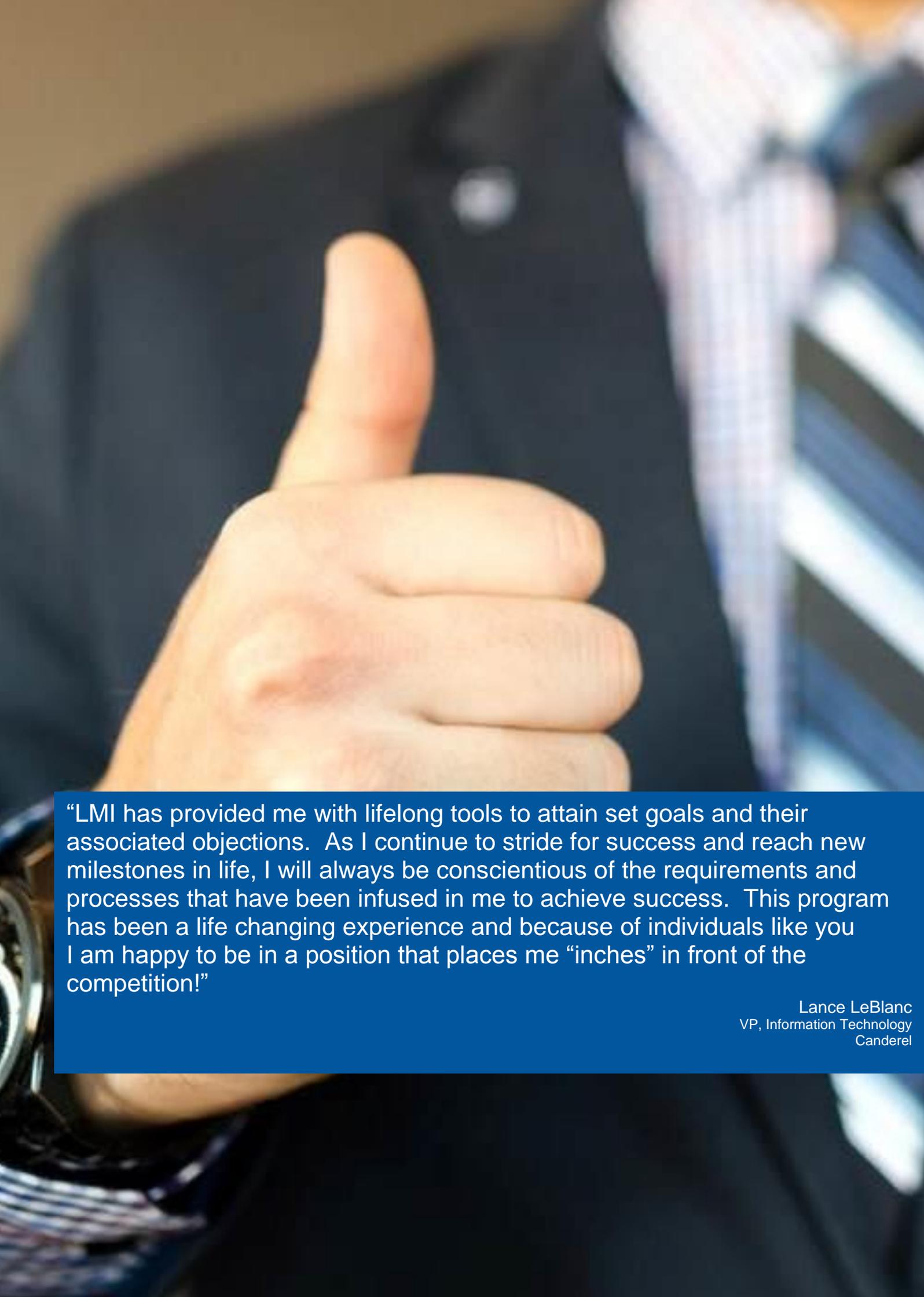
- The Essence of Strategic Leadership
- Effective Strategy for Today
- Achieving Outstanding Performance
- What is Strategic Assessment?
- Identifying Goals

## Session Six: *Strategic Development: Where We Want to Go*

- Developing Strategic Goals
- The Total Strategy Map
- Building Your Organization
- Impact of Goals on Behaviour

## Session Seven: *Strategic Execution: Making Strategy Happen*

- Cascading Strategy through the Organization
- What Do Your People Need
- Building a Management System
- Achieving Ownership of Goals
- The Purpose of Measurement
- Who Keeps Score?
- Review and Update



“LMI has provided me with lifelong tools to attain set goals and their associated objections. As I continue to stride for success and reach new milestones in life, I will always be conscientious of the requirements and processes that have been infused in me to achieve success. This program has been a life changing experience and because of individuals like you I am happy to be in a position that places me “inches” in front of the competition!”

Lance LeBlanc  
VP, Information Technology  
Canderel

# Unlocking and developing the talent within, for more than 50 years



**LMI® Canada has a reputation for creating innovative leadership development. Our programs, underpinned by expert coaching and facilitation, are designed to inspire people and give them belief in themselves and their abilities.**

We believe to be an effective leader of others; an individual must first learn to lead themselves.

Our programs are tailored to the specific needs of every client and organization. And once we understand what it is you are hoping to achieve, we will work with you to create a bespoke program, delivered through structured, yet flexible facilitation and coaching.

Working closely with you and your organization's principles, we are confident that we will not only deliver the results expected but will surprise you with the talent discovered, nurtured and developed along the way.

Our programs, although innovative in their approach and content, are delivered using tried and tested 'Action Learning' techniques that work. The structure of our programs has been refined over 50 years of success, with three core concepts central to our delivery: time, multi-sensory learning and spaced repetition.

When this classic approach to training and development is then combined with personal, one-on-one coaching and facilitation we can deliver measurable results in a number of important areas, including:

- Leadership, personal motivation and goal setting
- Increased personal productivity, profitability and sales
- Improved organizational and people management skills
- Clearer, more effective communication
- Enhanced team development and empowerment

The Total Leader® program focusses on developing all of these key areas, transforming employees into the innovative, creative leaders their organizations need.

#### **OTHER LMI® DEVELOPMENT TOPICS**

Productivity □ Teamwork □ Sales □ Communication □ Supervision □ Strategic Management



## Assessment

Before commencing the Total Leader® program, participants will be invited to undertake an advanced scientific assessment to better understand their mental abilities, their interests & motivations and their personality.



## Results delivered

Every LMI® program is designed to nurture the talent within an individual. We help people develop and be all they can be, by changing their habits and attitudes. We help change the way people act, behave and think. Permanently.

The LMI® approach to effective leadership development allows busy managers and supervisors to understand what is possible and the benefits they can expect by completing one, or all of our programs on route to becoming the Total Leader® their organization needs.



## Time to change

We believe the personal and business aspects of your life will benefit from a long-term commitment to goal-setting. But we believe permanent change takes time, which is why our programs are delivered over months, not covered in an afternoon or a weekend. This approach delivers measurable results, with a quantifiable return on your investment.



## Coaching session

There is huge benefit in the regular coaching sessions, with our experienced facilitators ready to lead group or one-on-one discussions to review written action steps and measure progress against stated goals of the individual.

Our programs are well-structured, but these coaching sessions are a good opportunity for participants to raise the challenges they face at work. This helps the program facilitator better understand the context of how the Total Leader® solution can be tailored to the unique requirements of the individual.



## Multi-sensory learning

Our programs are designed to appeal to more of your senses, again to help the process of permanent change. By reading lessons and writing notes on the pages, then listening to audio files of the same lessons, information is more easily retained over the long term.

We always encourage hand writing notes rather than typing digital files because experience shows us more important information is retained and it helps the process of changing attitudes and behaviours. Permanently.

## Spaced repetition



One of the first to recognize the power of spaced repetition to improve retention of learning in the field of people development, LMI® has delivered success for more than 50 years. Participants in our programs explain that concepts not immediately clear, become more so as they progress through the program.

## Process management and feedback



The end of each lesson features an Application and Action section, designed to stimulate discussion of the lesson material to elicit personal insights from participants, to help contextualize the program.

A Plan of Action is included, which will help program participants turn what they have learned into actions as they begin the transformative process of becoming a better leader and becoming a Total Person.

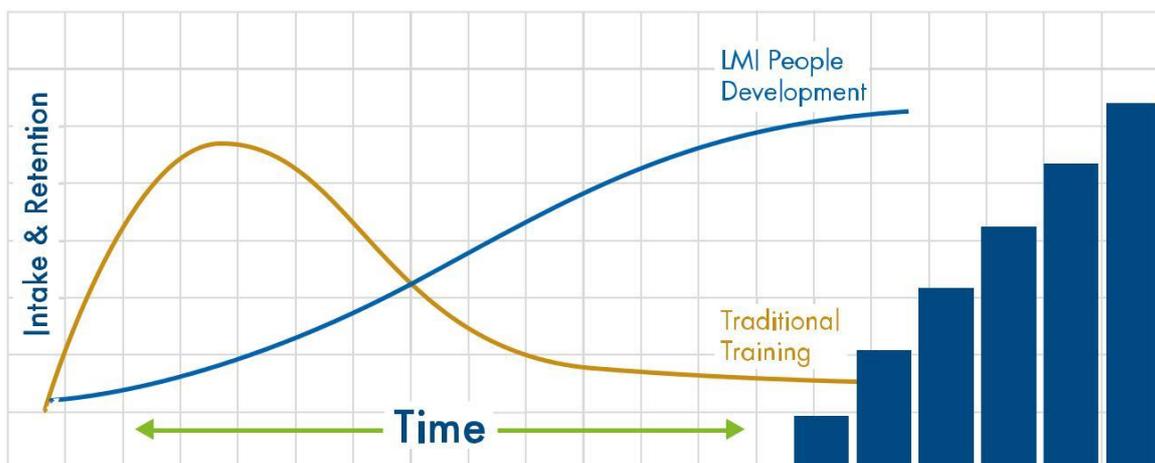
A mid-term and final evaluation are conducted to review progress and results. A final graduation presentation is given by the participant at the end of the program.

## Next steps



Our goal is always to achieve tangible personal and business results for clients. Isn't it time you made the investment, nurtured the talent within and fulfilled your true potential or that of the people that will make a difference to the future of your organization?

Through our careful approach to training and learning, we ensure that those taking our courses optimize their intake and retention levels.



The graph highlights the difference between traditional training methods and the LMI® approach. We believe our unique approach delivers the permanent change in attitudes and behaviours that will help you become the Total Leader® you and your organization need you to be.

To find out more, or to discuss  
your needs in more detail,  
please get in touch.



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