



## CENTER FOR LEADERSHIP DEVELOPMENT



Duquesne University's Center for Leadership Development, part of the School of Leadership and Professional Advancement, provides **progressive** and **customized** leadership development. Through a careful needs assessment and program design, we **partner** with clients to create solutions that address the rapidly changing work environment and the need for **effective leadership** at all levels.

**OUR MISSION:**  
Practical, Comprehensive and Personalized  
Leadership Development

# PARTNERING for Your Success

We collaborate with and serve a number of corporate, nonprofit and public service clients through our academic and leadership development programs. A partial list of past and present clients and partners follows.

- First Commonwealth Financial Corporation
- Duquesne Light Company
- Columbia Gas of Pennsylvania
- Marc USA
- Federal Home Loan Bank
- Constructors Association of Western Pennsylvania (CAWP)
- Giant Food Stores, LLC
- Harley-Davidson
- Meeting Professionals International (MPI)
- North Hills Community Outreach
- Orrick Global Operations Center
- Presbyterian SeniorCare





# DELIVERY options

## OUR DELIVERY ADVANTAGE

Professional Coaching	Leadership Development on site at your office	On-campus Courses	Online Training and Development	Hybrid Training combining multiple delivery formats
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**Practical**                      **Convenient**                      **Energizing**

Our scope ranges from individualized professional coaching to multi-tiered training and customized facilitation.

- Professional Coaching
- Leadership Development on site
- On-campus Courses
- Online Training and Development
- Hybrid Training with Multiple Delivery Formats

# CONTENT expertise

We offer a range of solutions designed to move you and your organization forward. Some examples follow.

- Leading Mindfully
- C-Suite Level Communications/  
Followership/Feedback
- Strategic Business Thinking
- The Ethical Leader
- Women's Leadership Development
- Effectively Managing in the  
Multigenerational Workplace
- Building Emotional Intelligence (EI)  
with Cultural Intelligence (CI)
- Managing Organization Culture Change
- Leadership in Virtual Organizations/  
Remote Teams
- Managing Conflict in Your Team
- Coaching vs. Criticizing Employees
- Enhanced Negotiation Skills
- Building Effective Writing and  
Presentation Skills
- Process and Project Management



# Featured TOPIC DESCRIPTIONS



## **Leading Mindfully**

Being mindful means paying attention, on purpose and non-judgmentally, to the present moment. The concept of leading mindfully enables leaders to see more clearly, listen more deeply and respond more effectively through reduced stress, enhanced concentration and creativity, and improved resilience. Mindfulness is both foundational to the practice of leadership and also acts as an integrating mechanism for leadership attributes, competencies, knowledge and skills. Successful leaders become even better leaders by incorporating the critical skills of mindfulness in both their personal and work life, which ultimately increases performance in their teams and develops a stronger workforce.

## **C-Suite Level Communications: Followership and Feedback**

Successful communication for executives and senior leaders with their team, constituents, stakeholders and others is dependent on how their message is shaped in order to receive the greatest impact. These leaders must maximize their potential and be prepared to rise to the challenges of the rapidly changing business environment through intentional strategies and forward-thinking methods. Their strength lies in continuing to develop their skills, enhance confidence, provide definitive decisions and approach challenges purposefully.

## **Strategic Business Thinking**

Discover how to create a strategic framework that will capture the opportunities of tomorrow. Successful leaders are future-oriented and forward-thinking in their approaches to mastering competencies. This model of effective strategy is more about creative thinking and agility rather than structure, allowing insights, ideas and planned actions to add value to your organization and move your team forward to heightened success.

## **The Ethical Leader**

Strong leaders operate beyond accountability and move toward demanding moral leadership in their organizations, which involves development of a personal model for ethical leadership. Effective leaders provide decision-making frameworks to resolve ethical dilemmas, and encourage and support their teams and colleagues to summon from within the moral courage to perform ethically. Ethical behavior also provides the foundational profile to help companies attract and retain employees who contribute to assuring a healthy work environment.



### **Building Emotional Intelligence (EI) with Cultural Intelligence (CI)**

Emotional Intelligence (EI), or the capacity to perceive, assess and manage the emotions of one's self and of others, plays a critical part in leadership and successfully managing relationships. Emotional Intelligence also contributes to strategic excellence, often more than one's intellect and expertise. Knowledge of an individual's Cultural Intelligence (CI) provides insights about your capabilities to cope with multicultural situations, engage in cross-cultural interactions appropriately, and perform effectively in culturally diverse work groups. In today's increasingly global and diverse work settings, the ability to function effectively in multicultural situations is important for employees, managers and organizations. Both Emotional Intelligence (EI) and Cultural Intelligence (CI) play critical roles in shaping effective leaders to thrive in the 21st century workplace.

### **Women's Leadership Development**

The number of women in organizations is increasing exponentially; as a result, the need for leadership development is critical for continued success. Communication and leadership styles, team-building skills, and negotiation and delegation skills are essential components for women to become influential leaders. In order to succeed in the ever-changing workplace, women need the strategies to navigate gender stereotypes, embrace personal power, and enhance executive presence. Strong leaders assess their strengths and weaknesses, and are value-driven and forward-thinking, and women need to be positioned to thrive within the workplace. Women are at the crossroads of continuing to shape their leadership journey and become equipped with the skills, strategies, and tools to successfully overcome challenges and move forward whether in their career or personal life.

### **Global Ethical Leadership**

As the world grows more "interconnected," the need exists for leaders to become aware of the differences and similarities in ethical values and principles found in the practice of organizations conducting business around the world. It is critical that leaders of the world learn to explore leadership challenges, work together collaboratively, overcome cultural differences, and strive for the betterment of the lives of all global citizens. Global leadership can be strengthened by possessing the knowledge to help leaders make informed decisions and to understand more clearly the impact of those decisions on people, nations and global systems.

### **Leadership in Virtual Organizations/Remote Teams**

Organizations are becoming more globally based, and workplaces around the world are experiencing expanded opportunities from being linked virtually through technology. Since teams often struggle with the challenges of collaboration, motivation and communication, these difficulties can be magnified when the team is virtual. The leader of a virtual or remote team must successfully apply special insights and techniques to guide performance and work relationships with employees who may be thousands of miles away.

### **Effectively Managing in the Multigenerational Workplace**

Managing multiple generations in the workplace poses an interesting challenge for today's employers and human resource professionals. Effective communication is essential in order to achieve maximum results in the workplace. Building upon each of the generation's distinct views and opinions on authority, family, work ethic, communication, incentives and leadership is critical for positive outcomes.

# CENTER FOR LEADERSHIP DEVELOPMENT

We are here to assist you and your organization  
to **learn, lead, succeed, grow...**

**Contact us for a complimentary needs assessment:**

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**“Having instructors from the School of Leadership and Professional Advancement at Duquesne University as the facilitators for the MPI Pittsburgh Board Retreat was the first step to a successful year. In meeting face to face and designing a personalized program that spoke to creating who we are as leaders, Erroline and Deborah were wonderfully effective. Their program spoke to today, while exploring tomorrow for us, both personally and professionally.”**

Cindy Cooney  
President - MPI Pittsburgh  
Meeting Professionals International (MPI)

**“With all the challenges facing business today, First Commonwealth Bank recognized that growing strong leaders is critical to our success. We were pleased to partner with Duquesne University’s School of Leadership and Professional Advancement to present ‘Leading with Excellence and Your Best Style’ to our internal mentorship program participants. Not only did we discuss the ‘big picture’ of leadership, but we also focused on detailed steps and tools. By working with Duquesne, we delivered a key development opportunity to our future leaders. We can’t wait to see the results!”**

Carrie L. Riggle  
Sr. Vice President/Human Resources Manager  
First Commonwealth Financial Corporation