

To Lead is to Listen Workshop Overview

Workshop Length:	2 hours
Audience Size:	Up to 100
Suggested Audience:	Managers and staff
Location:	Your choice

There has never been a better time to invest in your employees' leadership skills. Leadership Austin equips organizations with the capability to navigate in today's changing environment and cultivates skill sets that nourish the well-being of an organization.

Effective leaders balance what they give with what they take in from others. This interactive, two-hour workshop trains participants in the practice of active listening. Staff members and managers are taught techniques to go beyond basic listening to pull the deeper meaning out of conversations with others. They learn:

- The fundamentals of deep listening and patience
- To recognize and actively address their own listening deficiencies
- Techniques to limit distractions and wholly focus on what another is saying
- Approaches to overcoming communication barriers

During the session, Leadership Austin guides participants through exercises in which they practice listening skills. They leave the session better able to absorb and respond to what is communicated to them. Better listeners make better all around employees, as they do their own work and as they manage others to do theirs.

This highly interactive session is facilitated by Heather McKissick, President/CEO of Leadership Austin. Heather has more than 15 years of experience in the field of Organizational Development and Leadership Development and has delivered this workshop to corporations, non-profit and community based organizations alike.

Leadership Austin's mission is to develop and create community among leaders of all walks of life. Leadership Austin is committed to its core values of community trusteeship, inclusiveness, collaborative decision making, and personal responsibility.

Contract Programs bring leadership development services to the doorstep of Austin area businesses and community organizations, expanding Leadership Austin's reach and impact on Central Texas. Fees generated by Contract Programs fund Leadership Austin's operations and support our ability to provide outstanding leadership programs to a larger audience. Leadership Austin has provided these programs to top area organizations such as the Ronald McDonald House, Scott & White Hospitals, the Jewish Community Center of Austin, and UT Austin McCombs School of Business.



Heather McKissick is an organizational development and communication specialist with specific expertise in leadership development, change management and workgroup facilitation. Since 2007, Heather has served as Leadership Austin's President and CEO. As the former Director of Organizational Development and Education for the Seton Healthcare Network she was responsible for employee and leadership development initiatives for more than 10,000 employees across Central Texas. Prior to working for Seton, she was Manager of Technology Services' Learning and Performance at the Lower Colorado River Authority (LCRA), assisting their Corporate Services business unit develop action plans for improved employee engagement and workplace communication. She is also a former Global Communication Specialist for Motorola Semiconductor Product Sector, and the former Assistant Dean of Humanities at St. Edward's University, where she also served as a faculty member and advisor to graduate and undergraduate students.