Tour de Force PARTNERS

Leadership from the C-Suite to the Front Line



A New Approach to Leadership Development That Delivers Results

Traditional leadership development often occurs outside the realities of day-to-day work, limiting its long-term impact. A different approach is needed, one that connects learning directly to the challenges leaders face every day.

The Leadership Institute uses a practice-based model that brings together leaders from the C-suite to the front line. Senior executives serve as faculty alongside participants, creating a shared learning environment where leaders learn, practice, reflect, and grow together. Because development occurs within the organization's actual work environment, the learning translates directly into action and sustainable results.

Organizations implementing this approach have seen improvements in:

- Patient quality and safety
- Team member engagement
- Financial performance
- Organizational culture and leadership effectiveness

The Leadership Institute Program

The Leadership Institute consists of a five-part series that connects communication and relationship-building skills to everyday leadership responsibilities. Each session builds on the previous one, allowing participants to practice new skills and apply them immediately in their work.

Session	Focus	Purpose
1	World-Class Communication	Active listening as the foundation of effective communication
2	Hardwiring Teamwork	Building engaged, productive, and inclusive teams
3	Persuasion and Influence	Communicating with clarity and presenting ideas with impact
4	Building Trust and Transparency	Strengthening relationships through openness, credibility, and consistency
5	Breakthrough Conflict	Navigating challenging conversations and competing priorities

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Session One: World-Class Communication (Example)

The opening session introduces active listening as a foundational leadership skill. Effective listening strengthens communication and prepares leaders for later work on teamwork, influence, trust, and conflict resolution.

Participants explore their own development needs, discuss key insights from assigned reading, and practice listening techniques through interactive exercises and workplace scenarios. Throughout the session, learning is reinforced through a cycle of learning, practice, reflection, and growth.

Learning Through Practice: Active Listening in Action

Introductions and Leadership Development Goals

Participants begin by discussing what they hope to gain from the program and identifying areas where they want to grow as leaders. This creates a personalized foundation for learning and establishes accountability for development.

Book Discussion

The group explores key concepts from *You're Not Listening: What You're Missing and Why It Matters* by Kate Murphy.

Discussion questions encourage participants to reflect on:

- New insights gained from the reading
- Discoveries about themselves and others
- Listening habits that impact leadership effectiveness
- Skills they plan to apply in their leadership roles

Paired Listening Exercise

Participants work in pairs and take turns speaking and listening for one minute while applying techniques from the listening tip sheet.

Following the exercise, participants reflect on:

- Which listening behaviors they used effectively
- What felt natural or challenging
- Which skills they would like to strengthen

Workplace Scenario Discussions

Small groups explore common leadership situations requiring strong listening skills, such as:

- Addressing unresolved team issues
- Building support for an initiative
- Managing competing priorities and expectations

Each group selects a scenario, appoints a recorder, and captures key insights and recommended approaches.

Participant Reflection and Follow-Through

To reinforce learning and encourage application, participants reflect on the following questions:

- What did I learn about my listening habits?
- Which listening behavior do I want to strengthen?
- Where can I apply these skills in a current team issue or difficult conversation?
- What specific action will I take before the next session?

The Central Takeaway

Active listening is not a passive skill. It is a deliberate leadership practice that builds understanding, engagement, trust, and accountability.

This session establishes a common framework for effective listening and provides leaders with practical opportunities to learn, practice, and reflect. Participants leave prepared to apply these skills to broader leadership challenges involving teamwork, influence, trust, and conflict.

Call to Action

Leadership excellence is not developed through knowledge alone. It is built through practice, reflection, and consistent application in the real world.

The Leadership Institute provides a unique opportunity for leaders at all levels, from the C-suite to the front line, to learn together, grow together, and achieve measurable results together.

Schedule a 20-minute consultation to learn how TDF can create value for you and your organization.

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