

# ABOUT THE PROGRAM

## CURRICULUM

Week	Topic		Cohort 1 Date/Time	Cohort 2 Date/Time	Cohort 3 Date/Time
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### STRIVE: Be the best you can be

1	<b>Power of Context – Unconscious Bias</b> Prof. Brian Leacock	Become aware of unconscious bias. Re-evaluate how we perceive and categorize information.	Nov 3 11am	Jan 12 11am	Feb 24 11am
2	<b>Emotional Intelligence</b> Prof. Brian Leacock	Introduction to Emotional Intelligence (EQ): Understand the dimensions of EQ and how EQ can build resilience in yourself and others.	Nov 10 11am	Jan 19 11am	Mar 3 11am

### BUILD: Build a strong team

3	<b>The Power of Coaching in Business</b> Dr. Mark Colgate	Understand the business case for coaching. How to be a good coach and coachee.	Nov 17 11am	Jan 26 11am	Mar 10 11am
4	<b>Hire an Manage a Diverse Team</b> Prof. Brian Leacock	Learn about cultural intelligence and how to increase intercultural awareness in self and others.	Nov 24 11am	Feb 2 11am	Mar 17 11am

### CREATE: Create value with your customers

5	<b>Improve Experiences for Colleagues and Customers</b> Dr. Mark Colgate	The 3Rs and essential Moments of Power to understand and create experiences.	Dec 1 11am	Feb 9 11am	Mar 24 11am
6	<b>Adapt Your Service Strategy for Better Outcomes</b> Dr. Mark Colgate	Build a service strategy and unleash innovative thinking to serve customers in the new environment.	Dec 8 11am	Feb 16 11am	Mar 31 11am