



In place of our full Leadership Hancock County program for 2021, we are presenting a series of online workshops led by speakers with knowledge and expertise in leadership, marketing, communication, and customer service. The workshop schedule follows the LHC schedule of 6 classes January to May on Tuesday's, 10am – 11:30 am All workshops must be registered for, with application on reverse side. Sign up for one, or all!

## Leadership Hancock County 2.0 Calendar 2021

### ***January 12, 2021 Social Isolation in Leadership***

**Facilitator:** *Bob Keteyian Interpersonal Communication Consulting; leadership and communication coaching*  
How to stay connected to your team, establishing structure at home, communication structures for teams.

### ***February 9, 2021 Developing a Digital Communications Plan***

**Facilitator:** *Cary Weston Owner/Partner Sutherland Weston Marketing*

Making sense of that data can be a challenge. In this interactive webinar, we'll walk through the five reports we use the most, explain what they mean and why they matter and show you ways to use the reports for your business goals.

### ***March 2, 2021 Working from Home; Time Management in Today's Business Environment***

**Facilitator:** *Sharon Cresswell Organizational Leadership Executive/ Owner Airline Brewing.*

Scheduling your day, creating a private workspace, removing distractions, managing interruptions, daily and weekly reporting.

### ***March 23, 2021 Direction Alignment Commitment Leadership Model.***

**Facilitator:** *Kim Parrot Owner/Director Seachange Resources*

Learn how to apply the Direction, Alignment & Commitment leadership model to calm any squall, to smooth the passage of any voyage. The DAC model is the Swiss army knife you want in your pocket no matter the situation.

### ***April 13, 2021 Customer Service Excellence***

**Facilitator:** *Sharon Cresswell Organizational Leadership Executive/Owner Airline Brewing*

Drive customer loyalty and profitability. Understanding value, communicate effectively, listen, and learn, take responsibility.

### ***May 4, 2021 Leading thru Uncertainty***

**Facilitator:** *Jan Kearce, Senior Leader MDF, Program Director for Leadership Maine and ICL*

Making it through challenging times...what does it take to lead when we do not know the answers...and can see that a return to status quo will never be realized. Hear new ideas, share yours, and dive into new ways of seeing our situation together.

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## REGISTRATION FOR LHC 2.0 WORKSHOPS

*Workshops are \$10 per session or \$50 for all six. Links to online Zoom classes will be sent before the workshop date as well as any other information needed for that day's class. All Classes are on Tuesday's 10-11:30am Please indicate which class(s) you would like to attend, check or credit card info; or contact Chamber for invoice to company. **Deadline for Registration is Monday 12 noon before each Class Date***

**January 12, 2021: 10am Social Isolation in Leadership**  
*Facilitated by Bob Keteyian, Interpersonal Communication Consulting* \_\_\_\_\_

**February 9, 2021: 10am Developing Digital Communications Plan**  
*Facilitated by Cary Weston, Sutherland Weston Marketing* \_\_\_\_\_

**March 2, 2021: 10am Working from Home; Time Management**  
*Facilitated by Sharon Cresswell, Organizational Leadership Executive* \_\_\_\_\_

**March 23, 2021: 10am Direction, Alignment, Commitment Leadership Model**  
*Facilitated by Kim Parrot, Seachange Resources* \_\_\_\_\_

**April 13, 2021: Customer Service Excellence**  
*Facilitated by Sharon Cresswell, Organizational Leadership Executive* \_\_\_\_\_

**May 4, 2021 Leading thru Uncertainty**  
*Facilitated by Jan Kearce, Maine Development Foundation Leadership Maine* \_\_\_\_\_

**Name:** \_\_\_\_\_

**Company** \_\_\_\_\_

**Email** \_\_\_\_\_

**CC#** \_\_\_\_\_ **Exp** \_\_\_ / \_\_\_ **CVV** \_\_\_\_\_