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## SPEAKING TOPICS

Success is Waiting
Tap Into Your Super Power: Let the Heart Lead
My Generation is Better Than Yours: Bridging the Gap for Success
<i>Visit ChaunVaughnSpeaks.com for information on all speaking topics</i>



## HEART FORWARD Leadership

An In-Company  
Interactive Training



# Heart Forward Leadership Training Overview

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Great leadership is fundamental to a company's success, but what makes a great leader? Many tend to view leadership and management as one, but they are very different.

Leadership is about **building relationships** which is a direct reflection of a leader's **character** and their **influence**. It's about seeing the best in others and helping them to achieve success. It's not the traditional leadership style that's focused on power, but rather authority. It is seeing your team for the skills they bring and engaging those skills to achieve the company's and individual's desired goals. This is the definition of a **Heart Forward Leader**. A leader others truly want to follow.

This Heart Forward Leadership training seeks to change the way we view leadership and the way we treat and engage our team. This training is designed to help leaders recognize the importance of serving their team first. This heart led service helps to boost employee morale and company buy-in which, in turn, reduces employee turnover, helps the company achieve set goals and becomes the best place for which to work. It starts with leading from the heart on a consistent basis.

Heart Forward Leadership is in no way an easy task to accomplish, but it's all about continuous improvement. This training can change the trajectory of a company simply by encouraging leaders to **Be Heart Forward**.

\* Training is based on the four principles outlined in Chaun Vaughn's book, *Being Heart Forward: An Others Centered Leadership Guide and Workbook*.

# Heart Forward Leadership Training Overview

Heart Forward Leadership is great to learn about. It is exciting and a method that many leaders truly want to implement. There are a number of Fortune 500 companies that see the benefit in Heart Forward Leadership (servant leadership), such as Starbucks, Southwest Airlines, Nordstrom, etc., so they invest in training their leaders.

Heart Forward Leadership, however, is not easy to implement alone. As a matter of fact, even though leaders see the benefit in Heart Forward Leadership, most will fail and revert back to that traditional or power led behavior because staying consistent with Heart Forward Leadership is difficult. That is why we have designed the Heart Forward Blueprint for Success to successfully work towards becoming a heart forward leader. What it involves:



## **Set the Mark**

Always begin with the end in mind. The goal of this training is to become a Heart Forward Leader, so we must set the standard of what that looks like. Here we will review what a servant leader is and what are the defining character traits of a servant leader.

## **Tools for Action**

Understanding is half the battle. You must put some action into play and having the needed resources will help to stay the course.

## **Continuous Improvement**

Once the course has been completed, the work does not stop there. There must be constant evaluation of what you have implemented. Heart Forward Leadership does not happen overnight, but it is what you strive to do daily that will put you on the path to becoming a Heart Forward Leader.

# Course Content

## The Making of a Heart Forward Leader - Instructor Led

- What a Heart Forward leader looks like (the characteristics)
- Why leaders fail
- Overview of the 4 Heart Forward Principles (Transparency, Awareness, Accountability, Others Centered)



• Course content is designed to be led and monitored by instructor; however, content can be distributed and customized. (Options include in-person trainings, web-based trainings or workbook only after initial training).

## The HF Blueprint for Success - Workbook

- Conduct a S.W.O.T(Strengths, Weaknesses, Opportunities, Threats)
- Character & influence evaluation (HF Leadership Audit)
- Understanding and internalizing audit
- S.M.A.R.T Planning (Specific, Measurable, Action, Realistic, Time)
- Accountability Implementation
- Post Assessment



• Training is set for 90 days with a post assessment for all leaders and their staff.



• When the training course is completed, all participants will receive a Heart Forward Leadership Certificate.

## Additional Course Sessions

The basics of good communication  
Active listening skills  
Conflict Resolution  
Understanding generational differences  
Team building (how-to and activities)

# Packages

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## HF Complete Course Instruction - 90 Days

### 6 hours of in-person instruction

- 2 hours of The Making of a Heart Forward Leader training
- 1 hour of The basics of good communication & listening skills training
- 1 hour of Conflict Resolution training
- 1 hour of generational differences training
- 1 hour of team building training

### 8 hours of onsite consultation per month with leaders

- Ensuring follow through on HF Blueprint for Success

### Workbooks for participants

Being Heart Forward: An Others Centered Leadership Guide & Workbook by Chaun Vaughn for participants

\*Items in Complete Course Instruction can be requested a la carte

"In my experience in Food Service Management, I have had the pleasure of working with many of best and brightest. Chaun Vaughn ranks among the very best speakers I've ever encountered. Her speeches on the topics of innovation, leadership and creativity have been a positive influence on those in our industry.

She is an electrifying public speaker. Her passion for the subject matter is infectious. In just a short time, attendees gain a fresh perspective on the major trends that are transforming creativity and innovation in our world."

- NATALIE EDWARDS, FOODSERVICE DIRECTOR, ARAMARK





## STRATEGIC PLANNING



# What is Strategic Planning?

Strategic planning is an organization's process for defining it's direction. This is the time to utilize the company's mission statement to set goals and priorities, strengthen operations, and ensure that team members and stakeholders are working toward common goals to achieve the organization's and departments goals. In short, an effective strategic plan will articulate not only where an organization is going and the actions needed to make progress, but also how it will know when it is successful.

## What our strategic planning session focuses on:

- **Mission/Vision of the company** - We will take a deep look into understanding fully what the company/department does and what the company/department wants to become based on the Mission and Vision. This is also a time utilized to review these statements to ensure they still speak to what the organization wants to accomplish.
- **Core Values and Work Culture** - What do you stand for and does the work culture reflect the values
- **Goals and Strategies** - What is the company/department committed to achieving and how will those goals be achieved

### Outcomes:

- Ability to picture the future
- Establish a strategic process and framework to reach the vision
- Solidify clear outcomes for the year and create the action plan
- Review and adapt

### Some Tools We Use:

- SWOT Analysis
- SMART Goals
- Employee Survey



## Emotional Intelligence



# Emotional Intelligence

**Emotional Intelligence is said to be needed more by leaders than IQ.**

It's time to become more aware of our emotional triggers and learn how to use them to our benefit, to foresee potential problems before they arise, communicate more effectively, easily solve difficult problems, all while motivating and inspiring our team.

This EI Session teaches participants:

- Why Emotional Intelligence matters more than IQ
- How to self-asses your Emotional Quotient
- How to manage emotional reactions in various situations
- How to use empathy to create a collaborative team
- How to communicate effectively both verbally and non-verbally

This session teaches key secrets to becoming more Emotionally Intelligent(EI) and how EI allows you to get the best from others as well as how to get others to change their negative behaviors.

Whether you are a team leader or a team member, the skills you'll master in this workshop will set your team on the path to being more committed and collaborative therefore creating a motivated, productive and cohesive team.

- Chaun was very knowledgeable and enthusiastic.
- The workshop was a lot of fun! I got a lot of extremely useful information and tools to use with my team as it relates to responding to my emotions vs. reacting to them.

-Jackie Houston,  
Employer Flexible





## Bridging the Generation Gap



## Bridging the Generation Gap

Multiple generations working together on one team can be taxing and frustrating but can also result in extraordinary success.

This funny yet educational training, will shine light on what makes each generation unique and how leaders can utilize those attributes, some that may very well be annoying, to work together for the team, creating a multi-generational, cohesive and hyper productive workforce.

Participants will be tasked with reaching a goal set at the start of the session by taking a journey with key characters from five generations. They will learn how to work as one team, utilizing the strengths of each generation as well as acknowledging the deficiencies.

### Generations to be discussed:

- Traditionals
- Baby Boomers
- Generation X
- Millennials
- Gen Z





## TEAM BUILDING THE HEART FORWARD

An In-Company  
Interactive Training



# Why Team Build?

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The success of an organization can be directly related to the work environment. If a leader and the team are well connected, respect one another and have trust, you will have a team that is highly productive and motivated.

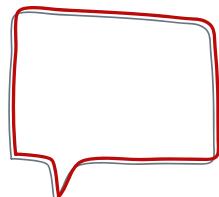
Building a team takes time but is necessary and one way to start building is through an upbeat, interactive training.

Benefits of a team building training:



## Build Trust

Without trust, teams fail. Trust is a critical factor in creating a cohesive team. This training will help nurture relationships and allow team members to depend on each other more.



## Improve Communication

Improved communication will provide a more productive and efficient team. This training will teach team members how to effectively communicate with their teammate.



## Boost Morale

Team morale is at its highest when there are few conflicts and when conflicts are resolved appropriately. This training will help create a process to deal with conflicts

# Course Content

## The Making of a Heart Forward Team - 1.5 to 2 Hours

- What a Heart Forward team looks like (the characteristics)
- Why teams fail
- Understanding who you work with by learning personality and generational factors

\*This module comes with the Guiding STAR personality quiz

## Communicating for Success - 1.5 Hours

The basics of good communication

Active listening skills

The verbal & non-verbal of communicating

Learning the communication cycle

## Resolving Conflict to become more Collaborative - 2 Hours

- Remaining professional during a conflict
- Understanding why conflict may happen
- Developing the process to resolve conflict
- Tapping into each team members strengths to avoid conflict



Each session comes with a minimum of two interactive activities and a workbook. Participants are engaged through out the training as engagement is linked to information retention.



Each session can be offered individually or as a 5.5 hour training. This can also be tweaked based on your needs. If you would like to customize a training, please contact us.



When the training course is completed, all participants will receive a Heart Forward Team Certificate.

# Team Building Activities

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## Achieve Your Goals Vision Board Session - 2.5 - 3 Hour Session

Objectives of this session:

- Understand why a vision board is necessary
- Find the inspiration for your vision board through strategic thinking & goal setting utilizing your strategic plan as a blueprint (if there is one in place)
- Design your vision
- How to put your vision board into action

This session comes equipped with:

- Foam Boards
- Scissors
- Glue
- Markers
- Chaun Vaughn's Achieve Your Leadership Goals Workbook & SMART Goals Worksheet

***\*\*There is pre-work for this session.***



*Chaun Vaughn is fantastic. She has led me through this process twice and this is such a healthy practice. The last time I did it I set four goals and achieved them. Having the vision board top of mind and I had it right in front of me in my office, looked at it daily, it helped me focus and really pushed me daily to achieve those goals. I'm happy to say we did it again and I am looking forward to the goals I've set for myself for 2019.*

-Michael Bybee, Comcast Director of External Affairs

## **Additional Team Building Activities We Offer**

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### **CSI: Investigation - 3 - 4 hours**

#### **CAN YOU SOLVE THE MYSTERY!**

The local police department needs your assistance in solving a tough crime. They are looking for investigators who are innovative, have great problem solving skills and who can communicate and cooperate effectively.

This team building activity allows teams to compete in a fun and creative way. As with in any working group, each team member will be equipped with a specific skill needed to work through a series of crime scenes. There are staged scenes set up in various stations through out the room. Each team will navigate though the stations collecting clues and evidence to solve the case. After all clues and evidence has been submitted, each team will have the opportunity to interpret the meaning.

#### **Areas this activity focuses on:**

Communication  
Leadership Skills  
Problem Solving  
Innovative thinking  
Teamwork  
FUN

#### **This session comes equipped with:**

- This session comes equipped with:
- 5 crime scene investigation stations
- Note pads and pens
- Team achievement and award recognition



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## **The Ultimate Project Runway - 2 - 3 hours**

### **ARE YOU THE NEXT CELEBRITY FASHION DESIGNER!**

The Ultimate Project Runway is a very fun and highly creative minded activity that fosters team building. Each team will be provided with materials that they must use to design, sketch and create two high fashion outfits with. Teams have the option to choose the outfits they want to create: a daytime look, an evening look or a high fashion runway look.

The designs must be worn by two of the team members in the Ultimate Project Runway Fashion Show while another team member must describe, sell and pitch the outfit as it makes its way down the runway.

The judging can be done by your company VIPs or you can leave it to the facilitator. Either way this will be a fun event for all.

#### **Areas this activity focuses on:**

- Teamwork
- Project Management
- Creative Thinking
- Resource Utilization
- Communication

#### **This session comes equipped with:**

Materials needed to create each look

Team Achievement and Award Recognition

## **Corporate Family Feud - 1.5 - 2 hours**

### **IT'S TIME TO FACE OFF, FAMILY FEUD STYLE!**

Survey questions are displayed on a video projection screen using a professional "Feud" style software application. Facilitator will act as the game show host just as you see on TV. We can use our most popular survey questions, your customized survey questions, or a combination of both.

#### **Areas this activity focuses on:**

Building Trust

Communication Skills

Company Policies and Procedures

FUN

#### **This session comes equipped with:**

- Face Off podium and buzzers
- Software to provide the ultimate Family Feud experience
- Team achievement and award recognition

