

Character -Wise

Leadership

Principles for resolving conflict & improving team morale through *personal responsibility*.



Energize your team environment through exercising personal responsibility in four key wisdom principles :

Clear Conscience

How to overcome the blame game.

Anger Resolution

How to overcome hurts and irritations.

Rightful Authority

How to overcome poor people influence.

Energized Discipline

How to overcome aimlessness in life.

Character-Wise Leadership training provides an in-depth, self-reflective process by which individuals begin to take personal responsibility for their own growth and character development. Why take the *personal* approach?

- Without personal responsibility, *I can always point the finger and pass on the blame.*
- Without personal responsibility, *I can be easily offended, angered and frustrated by others.*
- Without personal responsibility, *I cannot be bothered with following protocol and respecting those in authority.*
- Without personal responsibility, *I lose control of my own personal destiny and end up unfulfilled in life.*

Based on the curriculum and leadership principles from *The Character Training Institute*, each participant will receive training which results in the following benefits :

- ✓ Identify principle-based root causes to persistent relationship problems.
- ✓ Overcome the stress of unresolved anger and irritations.
- ✓ Possess an inner “compass” for character excellence.
- ✓ Present wise and effective appeals to those in authority.
- ✓ Accept personal responsibility for one’s own growth.
- ✓ Gain insights into your own personal motivation factors.
- ✓ Resolve conflicts by identifying personal basic offenses.

Who should attend *Character-Wise Leadership*?

Managers, Team Leaders, Project Managers, Executives, Department Heads, Management Trainees.

Character-Wise Leadership is conducted as a 2-day training session and tailored according to your organization’s leadership needs and requirements.

The Four **C.A.R.E** Keys for **W.I.S.E** Transformation

Clear Conscience

A clear conscience is a powerful tool for energizing work morale. Most conflicts are not resolved because we do not deal directly with the blame game and take steps to identify the personal basic offenses involved.

What is my basic offense?

- Forgiveness
- Humility
- Sincerity
- Virtue

Anger Resolution

This is a major destroyer of relationships, causing untold damage to productivity and team spirit. Overcome anger and irritations by yielding rights and expectations to the higher purpose of fulfilling your personal responsibilities.

Initiate my responsibilities.

- Deference
- Discernment
- Flexibility
- Responsibility

Rightful Authority

Increase your personal influence by demonstrating proper attitudes and wise appeal to authority structures. Discover the hidden benefits of enjoying the protection and guidance of those who are above us in position & experience.

Serve with influence.

- Availability
- Honor
- Initiative
- Loyalty

Energized Discipline

Real freedom is not the right to do what we want but the power to do what we ought. Through recognizing the need for the right balance of our three basic drives, we are in an empowered position to rightly choose the way of disciplined growth.

Exercise Right Convictions.

- Boldness
- Decisiveness
- Enthusiasm
- Self-Control

Character-Wise Leadership training provides an in-depth self-reflective process by which individuals revitalize their leadership potential for positive change. The four life keys of clear conscience, anger resolution, rightful authority and energized discipline are presented as the root principles which form the foundation for authentic success.

Participant Materials

- Character-Wise* course workbook
- Character-Wise* roadmap card
- Character First!* pocket guide.
- Worksheets and action templates.
- Post-training e-coaching sessions covering 16 character lessons for the purpose of habit formation.

At the end of this training, individuals will be able to ...

1. Identify principle-based root causes to relationship problems.
2. Overcome the stress of unresolved anger and irritations.
3. Possess an “inner compass” for character excellence.
4. Present wise appeals when in conflict with authorities.
5. Accept personal responsibility for individual growth.
6. Resolve conflicts by identifying personal basic offense.
7. Develop a strong conviction for a purposeful life.

Day One	Lesson	What You Will Learn
9.00am	Introduction	<ul style="list-style-type: none"> • Link surface problems to root causes – be challenged by the <i>character-wise</i> approach to resolving major issues at work, at home, and in life. • Learn the <i>4 Life Keys C.A.R.E</i> model – a basic life approach based on universal truth and timeless principles for exercising wise leadership – resulting in a stable heart.
10.15am	Break	
10.30am	The Foundation of Character	<ul style="list-style-type: none"> • Understand the reasons why people do what is right. • Identify the standards of character excellence as foundational to leadership success. • Group work & presentation : Diagnose the root cause of persistent behavioral issues.
11.45am	CARE Key 1 : Clear Conscience (Part 1)	<ul style="list-style-type: none"> • Take personal responsibility for every word, action and attitude. • Avoid playing the blame game which will cause psychological instability.
12.30pm	Lunch	
1.30pm	CARE Key 1 : Clear Conscience (Part 2)	<ul style="list-style-type: none"> • Process the 3-steps to gaining a clear conscience. • Identify the 10-90% conflict resolution model. • Group work & role play : Identify basic offenses in a conflict situation.
3.15pm	Break	
3.30pm	CARE Key 2 : Anger Resolution (Part 1)	<ul style="list-style-type: none"> • Recognize the subtle but certain dangers of escalating anger. • Identify the 3 dimensions of anger and focusing on the most powerful component. • Discovering the early signals of the spirit of anger.
4.30pm	Case study : The Spirit of Anger	<ul style="list-style-type: none"> • Analyze the spirit of anger in a common workplace conflict. • Recognize the tension of focusing on rights and expectations. • Discover the freedom of focusing on personal responsibilities.
5.00pm	End of Day One.	

Character-Wise Leadership training provides an in-depth self-reflective process by which individuals revitalize their leadership potential for positive change. The four life keys of clear conscience, anger resolution, rightful authority and energized discipline are presented as the root principles which form the foundation for authentic success.

Participant Materials

- Character-Wise* course workbook
- Character-Wise* roadmap card
- Character First!* pocket guide.
- Worksheets and action templates.
- Post-training e-coaching sessions covering 16 character lessons for the purpose of habit formation.

At the end of this training, individuals will be able to ...

1. Identify principle-based root causes to relationship problems.
2. Overcome the stress of unresolved anger and irritations.
3. Possess an “inner compass” for character excellence.
4. Present wise appeals when in conflict with authorities.
5. Accept personal responsibility for individual growth.
6. Resolve conflicts by identifying personal basic offense.
7. Develop a strong conviction for a purposeful life.

Day Two	Lesson	What You Will Learn
9.00am	Recap & Reinforcement	<ul style="list-style-type: none"> • Review through the foundational need for a stable heart of character. • Understand the observation that slow is fast when it comes to relationships. • Acknowledge the 4 reasons for misbehavior. Follow the proper sequence to enforcement.
9.45am	CARE Key 2 : Anger Resolution (Part 2)	<ul style="list-style-type: none"> • Process step 2 of resolving the spirit of anger – how to build the bridge of respect. Building the C-A-R-E bridge of common respect and personal responsibility. • Role-Play : The leader initiating a courageous conversation to connect.
10.15am	Break	
10.30am	CARE Key 3 : Rightful Authority (Part 1)	<ul style="list-style-type: none"> • Examine the reasons for loyalty – is this a dying trait or otherwise. • Debate the balance of personality versus position of someone in authority. • Discuss the 3 primary roles of those in authority – protection, order and development. • Discover the 7 requirements for an effective appeal. • Group work : Selecting your topic for an appeal.
12.30pm	Lunch	
1.30pm	CARE Key 3 : Rightful Authority (Part 2)	<ul style="list-style-type: none"> • Group presentation : An appeal request for management consideration. • Discover the benefits of presenting an effective appeal. • Overcoming the critical phase of leadership where “iron sharpens iron”.
3.15pm	Break	
3.30pm	CARE Key 4 : Energized Discipline	<ul style="list-style-type: none"> • Dispel common misconceptions of personal freedom. • Recognize the 3 factors of personal energy and how they interact. • Define a 5 step process to discover your personal life convictions. • Reinforce your energized momentum with 4 core commitment actions.
5.00pm	End of Training Session (Follow-up of 16 character-based e-coaching sessions).	

GOOD MONDAY CONSULTING

Transforming Culture through Character Leadership

Joseph Tan is the Managing Director of *Good Monday Consulting*, a training and consulting company which focuses on the critical need to build integrity and leadership in three major *life domain* areas – work, family and education. Vital relationships require getting along with ourselves, our families, one's life partner, our children, our businesses and communities. Success is determined by relationships, and relationships are determined by character. His *Character-Wise* approach covers the *Four C.A.R.E* Keys of Clear conscience, Anger resolution, Rightful Authority and Energizing discipline.



characterfirst

Character-Wise Leadership – This is the flagship training program designed for leaders and executives who are seeking to increase their scope of influence to the next level. Just being equipped in the technical competency of one's job is no longer a guarantee for success because more depends on who you are as a *person* rather than what you do as an *employee*. This program is conducted in affiliation with The Character Training Institute based in Oklahoma City, USA.

Character-Wise Conversations – This is the companion training program to *Character-Wise Leadership* as it aims to infuse leaders with the necessary skills for face-to-face communication. Despite advancement in technology, team morale and conflict resolution can only take place when we are able to handle difficult conversations and facilitate tough meetings. Create an environment of authentic relationships at work through a character-based approach to team communication.

John Rosemond

America's Most Widely-Read Parenting Expert

Character-Wise Parenting – As Asia's first certified parenting coach with *The Rosemond Parent Coaching Institute*, Joseph extends the scope of character leadership right into the home as well. Based on John Rosemond's 30 years experience as a family psychologist, 14 parenting books and over 200 weekly syndicated parenting columns, Joseph now delivers John's no-nonsense, traditional approach to parenting which fights head-on with the post-modern parenting psychobabble of our day. By investing in strengthening the parenting skills of employees, organizations will benefit because employees who have a peaceful family will translate into a more focused and productive workforce.

Joseph (B.Eng, MBA) has extensive working experience in corporations like Motorola, IBM and HP taking on roles in product engineering, sales, marketing and business development. This provides him with the industry background necessary to deal with the practical issues and challenges in making character development a vital part of your organizational performance culture. Instead of just conducting sporadic training sessions, Joseph provides the distinctiveness of consulting with organizations to create a *roadmap for sustainable transformation* based on the foundation of strong corporate values. His systematic approach to creating a character-based culture has equipped organizations with a *process-focused* framework that strengthens existing organizational development efforts rather than invent new ones.

Joseph has trained for companies like IBM, Motorola, Mesiniaga, StatsChipPac, Colgate-Palmolive, Panasonic, Bukit Kiara Properties, American Chambers of Commerce, The Star, Astro, Bolton, Reapfield Properties, Flextronics, Jebson & Jessen, Freescale Semiconductors, Sony, RHB Insurance, National Insurance Association of Malaysia, Alliance Bank, AmBank, Affin Bank, RHB Group, Royal Bank of Scotland, OYL Electronics, Nielsen Company, REAL Education, Sekolah Sri KDU, DP Controls, Jotun, Thomson, Proton, Emerson Process Management and Taylor's Education Group

Sample Clients & Testimonials

Transforming Culture through Character Leadership



“Allowed my spirit to be refreshed and re-energized.”

“Having a clear conscience – that is the most valuable lesson for me as everything is linked with this.”

“It was very comprehensive and encompass a lot of the training needs we had.”

“The video clips and exercises cause me to rethink about life’s bigger picture.”

“All the sessions are filled with life values which are critical for leaders.”

“Inspiring, motivating and concise. Benefited from the self-reflection process.”

“Learnt how to build my inner strength as a leader.”

“Refreshing!”

“Love the training materials – it is one of the best I’ve ever seen and received.”

“Very good! There are many real-life examples.”

“Well organized and structured – keeps us engaged.”

Listen to Joseph’s 4-part radio series on *Character-Wise Leadership*



<http://bfm.my/raise-your-game-joseph-tan-good-monday-consulting-clear-conscience.html>

<http://www.bfm.my/raise-your-game-joseph-tan-good-monday-consulting-anger-resolution.html>

<http://www.bfm.my/raise-your-game-joseph-tan-character-wise-leader-rightful-authority.html>

<http://www.bfm.my/raise-your-game-joseph-tan-good-monday-consulting-energizing-discipline.html>