





# The Language of Leadership: Transforming Complaint into Commitment



**Complainers:** Every organization has them. Yet, what we often do not understand is that complaints are typically grounded in commitment, a commitment that is a sign, not of what we cannot stand, but instead of what we are willing to stand for.

**The Language of Leadership** program teaches participants to discover this commitment and to use that knowledge as a leadership tool. Participants will learn to turn the complainer into an advocate for change and growth in the organization and will leave the workshop with practical lessons and action plans that they can immediately apply!

## What you will gain:

-  Tools to transform complaints into commitments
-  Clarity on your leadership style and how to make it work
-  Strategies to approach and resolve difficult situations
-  Skills to identify co-worker and staff work styles

***"The Art of Leadership is a powerful program that resonates on a personal level, yet is a catalyst for global change."***

Paul Spencer, CEO, KMG Prestige

**MARCH 28, 11:00 AM  
ITALIAN AMERICAN CULTURAL SOCIETY AND BANQUET CENTER**



## FACILITATORS

### David Chisholm

#### Facilitator/Senior Coach:

David Chisholm is gifted in creating coalitions of energized people who make things happen! He has led numerous businesses in implementing strategies and procedures to identify and achieve company results with individual goals and aspirations. David first worked with Art of Leadership as a program leader for our youth programs in the early 2000s and immediately embraced the program. During this time, he integrated ALA's concepts and tools into his work in the international aerospace industry.

By inspiring unified visions, fostering environments of trust, and aligning company and individual outcomes, David's leadership skills continue to drive organizations from their Current Reality to results-driven professional communities. David has formally trained hundreds of employees to identify opportunities, formulate paths to success, and become agents of change to facilitate that success.

David has combined his energetic personality and desire to help others to create his alter-persona, "Macho Clause." Macho Clause and his friends campaign tirelessly throughout the holidays to collect and distribute gifts to hundreds of deserving families each Christmas.

### Leslie Osborn

#### Facilitator/Senior Coach:

Leslie Osborn is a person who gets things done! Leslie has worked in a variety of industries and organizations, giving her an invaluable perspective on organizational leadership and culture. After completing her Bachelor of Science Degree in Organizational Psychology at Manhattan College, Leslie worked for several businesses, including a credit card startup that sold to American Express within three years, the New York Stock Exchange, and MRM/McCann.

Each of these roles presented challenges in leading individuals and teams across organizations, helping to identify and resolve complex obstacles to success. Leslie's keen insight into human behavior, skills in organizational development, and indelible energy and attention to detail give Leslie a unique advantage in helping clients to produce extraordinary results.

While Leslie stayed home during the early/formative years of the lives of her two children, she continued her leadership role as President of a Non-Profit Moms' Club, became a Certified Group Fitness Instructor, volunteered in her community, and founded a Productivity Coaching business. She and her husband, Jeff, continue to actively support local organizations and charities.

### Denise Stein

#### Lead Facilitator/Executive Coach

Denise Stein has worked with business executives and organizations as a leadership consultant, facilitator, and executive coach for over three decades. Denise's primary focus is on leadership development, executive coaching, employee engagement/performance, effective communication, and strategic planning. Having worked with hundreds of organizations and thousands of individuals across North America, Europe, and with a variety of multi-national organizations, Denise has assisted clients in increasing organizational and individual effectiveness, creating motivational cultures, implementing accountability structures, and improving bottom-line results.

Denise has a unique ability to bring intuition and objectivity to client engagements, helping individuals gain an appreciation of their leadership strengths and weaknesses, resulting in an awareness of the impact of their behavioral styles and actions. Using the power of personal vision, Denise helps organizational executives bring their visions to bear on high-level and daily business challenges, creating powerful leadership practices and effectiveness.

Ms. Stein has facilitated leadership development, strategic planning, and executive coaching with a variety of client organizations, including Dow Jones, Walt Disney Television, Cinnaire, PVH Corp, KMG Prestige, ADP, Michigan State Police, Detroit Institute of Arts, and a variety of government and educational institutions.