



DeStefano Leadership , LLC

Thank you for your interest in working with Nick and DeStefano Leadership LLC. We understand that professional development is essential to your organization's success. We also recognize not all professional development is created equal. It is crucial that you provide engaging opportunities for your team(s) to learn practical skills and tangible strategies for success. However, they also need to leave with the confidence and motivation to utilize their new knowledge and skills. For this reason, all sessions and descriptions in the document will be customized to fit the unique needs of your organization and your learning outcomes. Choosing to work with Nick is a partnership and one that we do not take lightly. Please review the various professional development sessions and schedule time with Nick to discuss the ways we can work together.

Professional Development Areas of Expertise

- 1. Leadership:** sessions designed to teach both specific leadership skills to all levels of the organization, while also developing leadership efficacy and confidence.
- 2. Service Excellence:** sessions that focus on creating the best overall experience for all customers, both internal and external.
- 3. Resilience:** sessions that allow employees to hone their knowledge, skills and attitude surrounding adversity, conflict, and tough times.

Nick DeStefano
"Awesome Nick D"
CEO & Founder

A few of the Nicks
distinguished organizational
partners and clients



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Leadership Workshops



Title: Chasing the Awesome Life of Leadership

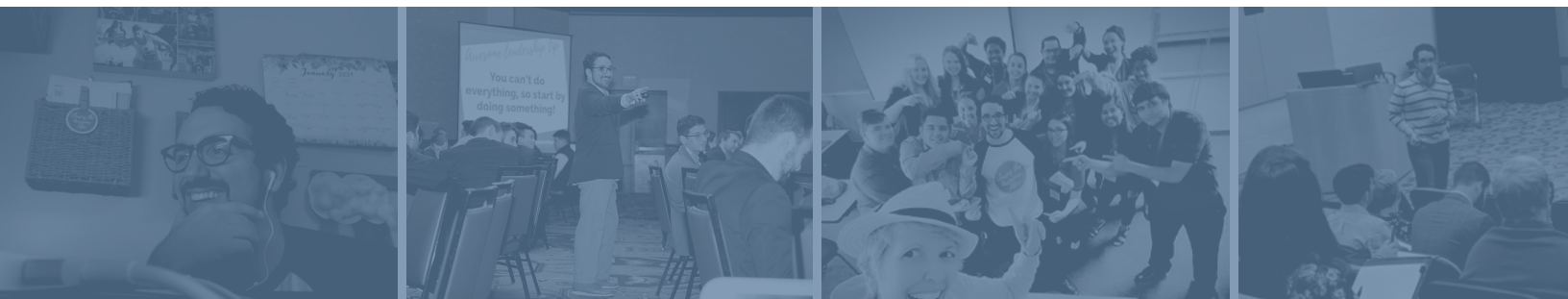
Session Description: The mindset you choose towards life and your job makes all the difference. Are you comfortable looking down at your feet? Are you grounded, yet willing to make the changes necessary to strive for more? This session focuses on developing individuals who believe in their ability to be awesome leaders no matter their current position. A leader is someone who can change the world because they can change themselves first. In this highly reflective, yet energizing session, you can expect to discuss your strengths and talents and ways to maximize your potential for awesome. It's time for you to start chasing the awesome life of leadership. You are full of potential, leave this session feeling inspired to be the best version of yourself, whatever awesome way that happens for you.

Title: Your Leadership Goals: Are they Awesome?

Session Description: It is time to stop waiting for a new week, new month, or new year to set new goals. We need more people who take the time and have the desire to grow and develop their leadership skills in an effort to achieve new goals and reach new heights. This workshop is an investment in yourself, the goals you have, and the way you are impacting the world. This investment will allow you to redefine and simplify your goals. You'll walk away feeling empowered and inspired to make your goals awesome and focused on others and the impact you make. You will reflect on your current definition of leader vs leadership and the ways it may be limiting your impact. In this session all participants will reflect on a current professional goal and discover ways to recreate a goal that better serves them while also assisting others.

Title: Creating an Awesome Leadership Vision

Session Description: Leadership is complex, yet it's also simple. We all have different jobs, roles and responsibilities in our everyday lives, yet so many desire to be a leader. Leadership needs to become everyone's responsibility and that starts by knowing your vision. Can you tell others your vision and get them to see it? How do you build consensus around your vision and communicate it effectively? A goal without a strategy or vision to achieve it is nothing more than a dream. This workshop will offer you the chance to craft your leadership vision and practice sharing it with others. Participants will have the chance to discuss the importance and relevance of values and congruent action as you create and share their vision. You will participate in a self-reflection and sharing activity designed to apply skills of creating a vision.



Leadership Workshops Continued

Title: Unlock Your Potential

Session Description: This session will teach you the ways that you and everyone on your team can create a culture of excellence. Imagine a team where everyone believed in their ability to make a difference. A team where everyone acts on that belief is a team that creates success for its customers. You will learn how to create a lasting and memorable experience for your team and your customers. You'll learn to apply both the leadership and service excellence skills required to create stronger relationships with your team and other employees across your organization. Do not expect two hours of sitting and listening. This session will require you to actively reflect, engage and participate and you will be a better leader because of it. You can expect to walk away with tangible tools and exercises that you and the rest of your team can utilize to create a culture of leadership and success.



Resilience Workshops

Title: Resilience 101: Developing an Attitude of Acceptance

Session Description: Life and work can be tough. Projects fail, bad news abounds and this was before 2020 hit us. This session provides a jolt of motivation along with practical skills that individuals can use to be resilient no matter what issues they are or may face. Participants will be introduced to the power of utilizing self-awareness to be resilient and participate in a values assessment that opens the door to a greater understanding of their strengths. Participants will discover and practice the T.I.M.E. mindset needed to overcome any negative situation. All individuals can expect high levels of engagement and participation during sessions. If virtual, participants will be encouraged to keep their video on for this session.

Title: Own Your Stuff: Developing Radical Responsibility

Session Description: So many of us want to positively impact others, it's why we do our jobs. Despite this aspiration to change the world, we all still procrastinate, make excuses and blame others when the fit hits the shan. Let's be honest, this work can get ugly and stressful. Nick believes this can be solved with a simple phrase and idea that will empower us all if we live it out, Own your Stuff. It starts with first identifying our own problems. This program will help you determine where you stand on responsibility, both the good and the bad, individually and organizationally. In this program, Nick will allow individuals a chance to reflect on the identities they carry each day. How do these impact the way you are treated, and also how you treat others? Radical responsibility can transform you and the way you work within your organization, and this session will show you how.

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Resilience Workshops Continued



Title: CliftonStrengths Individual Discovery

Session Description: Resilience begins with self-awareness and there is no better tool for discovering your talents than CliftonStrengths. Participants will take a strengths assessment before this session to discover their top 5 talents. The chance that you and I have the same top five strengths in the exact same order is one in 34 million. Yes, that's correct, our strengths are that unique. The natural patterns of behavior and thoughts we each have, can truly impact our work. Yet, we often get frustrated when our strengths are not utilized or when we misunderstand the strengths of others. This session will teach participants how to better understand their own strengths along with others. Individuals will have a chance for reflection and intentional discussion about tangible ways the teams can better use their strengths moving forward.

Title: Discovering Personal and Team Success with Conflict

Session Description: Despite our goals and best plans to achieve them life happens and things go wrong! Living life as a leader can get chaotic and messy. The best leaders create success from the struggles rather than avoid them. This webinar will help you to embrace the space you're in right now. The ability to see the chaos and utilize it for good is a skill, and one that must be learned and practiced. This webinar will allow you to look at your current leadership skills but also how you currently use them in the middle of adversity. However, simply possessing these skills will not be enough to carry you through conflict. Your confidence and attitude makes all the difference. Let this session help you develop both of those.



Nick DeStefano, or Awesome Nick D, at least to those who can't say his last name, is a husband, dad, brother, professional leadership speaker, and the founder of the ChasingTheAwesomeLife Initiative. A program that teaches individuals how to embrace pain and fears so they can live life as resilient, confident, and awesome leaders.

He serves as the Service Excellence Process Manager for McLeod Health. He has over 12 years of experience in providing service excellence and leadership training to thousands of individuals across the nation. Improving the human experience for all is his true passion. Nick knows that you have the ability to positively impact the world if you start with self-awareness and confidence. For this reason, Nick studied to become a Gallup Certified CliftonStrengths and coaches students and professionals on their unique talents and ways to maximize their potential. Lastly, Nick has the pleasure of serving as a national autism awareness trainer for Champion Autism Network (CAN). This is a passion project and volunteer endeavor that means the world to him as his oldest son, Calvin was diagnosed with Autism at the age of 2.5. Calvin has completely changed his idea of resilience and leadership for the better!

In his free time, you can find Nick drinking ALL the coffee, carrying a rucksack, sandbag, or log on the beach, training for a marathon, or just loving life with his college sweetheart Megan, and two young sons, Cal and Coop!

Service Excellence Workshops

Title: Service Excellence 101

Session Description: Service excellence is not customer service, that's a department. Service excellence is everyone's job. It's the way your organization does business with all customers, both internal and external. This session will teach participants the basics of what service excellence is and what it is not. You will learn and receive the opportunity to work on service skills, tactics and best practices for sustained excellence. Skills covered include online and virtual etiquette, phone skills, customer touchpoint interactions, etc. Participants will leave this session with an understanding of why service excellence is important to the organization as well for their own experience as an employee.

Title: Assisting with The Tough Customers

Session Description: In an ideal world every customer interaction is perfect. We know that's not the case, so it's important for organizations to equip their team members with skills to assist even the most difficult customers. It is not a matter of if we encounter difficult individuals but when. You will learn the difference between dealing with and helping difficult customers in this session. You can expect a high level of interactivity as the best way to improve your conflict resolution and service skills is through practice. Participants will leave this workshop with a greater level of confidence to provide service recovery to upset customers.

Title: The Value of Attitude and Accountability

Session Description: Often, the concept and tactics of service excellence are seen as soft, especially when discussing the attitude of service that's necessary to provide outstanding customer experiences. However, attitude and accountability are skills and they are essential components to the organization's culture and service excellence goals. This workshop teaches participants the tools and tactics needed to show up to work with a caring and compassionate attitude, even on the tough days. You can expect a high level of reflection and discussion in this workshop as accountability and ownership require each of us to be self-aware and willing to be honest about our faults and flaws.

The Nitty Gritty and Logistics

- The timing/length of all workshops can be adjusted between 1.5 - 3 hours of time depending on organizational needs.
- Sessions can be completed in-person or virtually.
- Learning outcomes for each workshop will be customized.



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