



Cally Ritter Leadership Program

Session Descriptions

Limited to 3 participants per MIIA member community

This is a 4 part series. We ask that you commit to every session when you register for the series. Registration for session one of this series automatically registers you for all 4 sessions. November 5, 12, 19 & 12/3. All sessions 10 am. to 12 p.m.

[Register for entire series here](#)

Participation in all 4 sessions of this training qualifies the MIIA member for 1% MIIA Rewards credit under Public Officials, School board or Law Enforcement Liability categories
(Must remain on camera on an individual device to receive training/MIIA rewards credit for this course)

Session 1

Connecting with Your Team: Emotional Intelligence

November 5, 2026

10:00 a.m.- 12:00 p.m.

- Learn why emotional intelligence (EI) is the key indicator of leadership success.
- Assess Your emotional intelligence strengths.
- Build Practical Skills to strengthen your EI

Session 2

Communicating with and Managing Your Team: Delegating, Setting Expectations and Performance Management

November 12, 2026

10:00 a.m.- 12:00 p.m.

- Clearly communicate to set expectations
- Gain skills to reset failed expectations

- Delegate for employee development, time management and talent
- Learn how to implement the SHARE delegation process

Session 3

Guiding Your Team: Giving and Receiving Feedback

November 19, 2026

10:00 a.m.- 12:00 p.m.

- Discover feelings and mindset around the 3 forms of feedback
- Appreciate the power of positive feedback
- Best practices for delivering coaching/constructive feedback
- Increasing personal receptivity to constructive feedback

Session 4

Managing Your Team: Performance Management

December 3, 2026

10:00 a.m.- 12:00 p.m.

- Common difficult conversations
- Conflict mindset reset
- Strategies for delivering hard-to-hear feedback
- Strategies for saying “No” and or disappointing stakeholders



About the Presenter:

Cally Ritter, the principal of Positive Ripple Training and Consulting, has spent more than 25 years as a leadership development facilitator, speaker, EAP consultant, and director of training. She works with forward-thinking organizations to inspire employees to make shifts in their thinking and behavior for greater work/life effectiveness. Cally engages her audiences with storytelling, humor, technology, and her contagious energy, and offers customized and dynamic sessions on topics such as communication, stress/resiliency, harassment/discrimination, employee

motivation, performance management, positive management techniques, change management, and much more.

A Licensed Independent Clinical Social Worker, Cally has a bachelor's degree from Bucknell University and a Master of Social Work from the University of Pittsburgh, is MCAD-certified, and is a certified Motivation Factor practitioner

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