



## Cally Ritter Leadership Program

### Session Descriptions

**Limited to 2 participants per MIIA member community**

This is a 5- 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 5 sessions.**

Register for entire series [here](#)

This training qualifies for 1% MIIA Rewards credit under Public Officials, School board or Law Enforcement Liability categories  
(Must remain on camera to receive training/MIIA rewards credit for this course)

### Connecting With Your Team: Leveraging Emotional Intelligence (session one)

September 19, 2024

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

Register [here](#)

- Understanding Emotional Intelligence (EI)
- Getting to Know Your EI Strengths Building Your EI Skills
- Leveraging EI to Better Connect with Your Team

### Communicating With Your Team: Getting Your Message Across (session two)

October 2, 2025

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

- 3 Parts of Sending and Receiving Communication
- Communication Cadence, Preferences, and Rhythms
- Communicating Expectations
- Delegation

### Motivating Your Team: Positive Management (session three)

October 16, 2024

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

- Removing Demotivators
- Extrinsic Motivation
- Intrinsic Motivation
- Strength-Based Management

### Directing Your Team: Performance Management (session 4)

November 6, 2024

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

- Maintaining a Culture of Accountability
- Finessing Conflict
- Holding Tough Conversation & Delivering Constructive Feedback
- Decreasing Defensiveness
- Escalating to HR

### Building Your Team: Effective Interviewing (session 5)

November 20, 2024

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

- Interviewing Process

- Building Behavioral Interview Questions
- Interview Questions to Avoid
- Illegal Interview Questions

## 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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