



EPIC LEADERSHIP 1

Transforming Co-workers into (Brand) Ambassadors

When you are an EPIC leader you lead "bottom up". Whereby customers or guests are at the top of the pyramid and leaders are at the bottom, in order to support their co-workers (in customer and guest facing roles).



WHY is this relevant

Being an EPIC leader is not a matter of luck, or something genetic. It is something you can learn. People deserve EPIC leaders who are Empowering, Purpose-driven, Inspiring and Coaching. In order to lead a team in delivering delightful and memorable customer/guest experiences, leaders need to go beyond the usual and traditional management. EPIC leaders generate change, involvement, and growth, whereas traditional management creates structure, efficiency and consistency.



WHO is the target audience

(Middle) managers and department heads who want to make a shift in their leadership.



WHAT is the main (learning) objective

- Gain insight in EPIC Leadership and how to bring it to life.
- Understand the importance of showing EPIC Leadership, allowing your team to show the desired behavior towards your customers/guests.
- Get a deeper understanding of your personal leadership and the effect of your leadership towards your team.
- Learn how to implement the 4 EPIC Leadership characteristics within your team.



HOW does the program look

There are **5** different training modules, each of one day:

- Introduction to EPIC Leadership
- Empowering Leadership
- Purpose-driven Leadership
- Inspiring Leadership
- Coaching Leadership

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INTRODUCTION TO EPIC LEADERSHIP

This 1-day Introduction to EPIC Leadership training will help you to understand the components of EPIC leadership in order to become a more empowering, purpose-driven, inspiring and coaching leader within your team/organization. EPIC Leadership is a 'Reverse Thinking Philosophy' program. All learnings can be applied in practice the day after this training! The main focus is on embedding EPIC leadership into your day to day business.

What will you learn?

- Gain insight into the principles of EPIC Leadership
- Understand the importance of developing EPIC Leadership
- Get a deeper understanding into own leadership and how this affects the behavior of others
- Implement EPIC Leadership in daily reality

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EMPOWERING LEADERSHIP - *The Art of Letting Go*

This 'deep-dive' into Empowering Leadership will help you to become an (even more) Epic leader for your team/organization. EPIC Leadership is a 'Reverse Thinking Philosophy' program. All learnings can be applied in practice the day after this training! The main focus is on embedding empowering leadership into your day to day work.



EPIC LEADERSHIP 2

Transforming Co-workers into (Brand) Ambassadors

What will you learn?

- Experience how empowerment affects others and boosts engagement.
- Experience and discover how empowerment makes your team and yourself grow.
- Understand what it takes to be truly empowering, by building an environment of trust.

3 PURPOSE-DRIVEN LEADERSHIP

This 'deep-dive' into Purpose-driven Leadership will help you to become an (even more) Epic leader for your team/organization. EPIC Leadership is a 'Reverse Thinking Philosophy' program. All learnings can be applied in practice the day after this training! The main focus is to embed purpose-driven leadership into your day to day work.

What will you learn?

- Uncover your personal why/purpose and learn how to apply this in both personal and work life.
- Define and share personal values and learn how to make these work for you.
- Create your personal Leadership Compass and learn how to learn, live and lead by this compass.

4 INSPIRING LEADERSHIP

This 'deep-dive' into Inspiring Leadership will help you to become an (even more) Epic leader for your team/organization. EPIC Leadership is a 'Reverse Thinking Philosophy' program. All learnings can be applied in practice the day after this training! The main focus is on embedding inspiring leadership into your day to day work.

What will you learn?

- Get inspired and become a source of inspiration for others.
- Learn how to lead with energy and authenticity.
- Understand how to inspire your team, through story-telling and sharing your vision and passion.

5 COACHING LEADERSHIP

This 'deep-dive' into Coaching Leadership will help you to become an (even more) Epic leader for your team/organization. EPIC Leadership is a 'Reverse Thinking Philosophy' program. All learnings can be applied in practice the day after this training! The main focus is on embedding coaching leadership into your day to day work.

What will you learn?

- Experience EPIC coaching and how to apply this in your own team and/or organization.
- Be able to adapt your coaching style(s) to different generations and target groups.
- Practice with various coaching insights and skills.
- Gain insights on practical tools in order to make coaching part of your daily activities.



DURATION

5 modules of each 1 Day
These can be booked separately, or in any combination.



GROUP SIZE

Up to 14 participants (for 1 facilitator)