

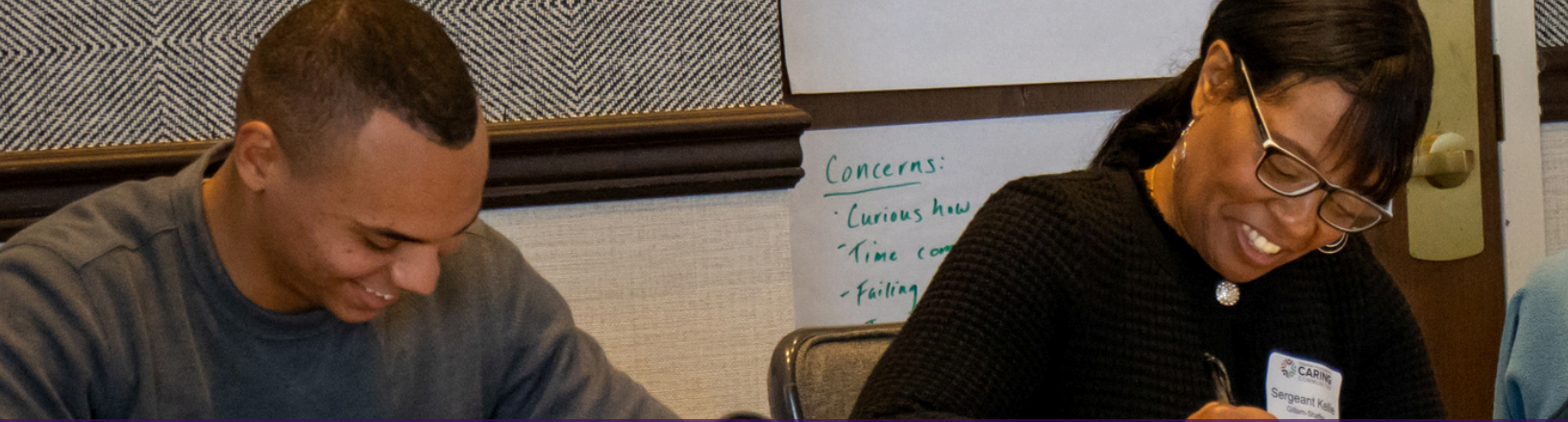


Chapman Foundation for

CARING COMMUNITIES

AS FEATURED ON





FOUNDATIONAL COURSES

The Chapman Foundation for Caring Communities offers transformational learning experiences that build leaders who transform their families, workplaces, and communities. Our process includes carefully designed foundational courses that, when embraced, allow leaders to show the people in their span of care that they are being seen, valued, and heard.

Through thousands of interactions over the past decade, we've built a community and a network of resources to increase collaboration, communication, and shared learning opportunities — through multi-day classes, short workshops, podcasts, live events, retreats, and online learning that are as unique as those participating in them.

LEADERS WITH THE SKILLS AND COURAGE TO CARE

Our Community **LISTENS**

Learn essential communication skills to deepen connections and effectively lead those in your care.

Our Community **SERVES**

Develop a service-oriented mindset that fosters a collaborative, we-centric culture.

Our Community **TRANSFORMS**

Equip leaders with strategies to transform workplace culture and drive meaningful, sustainable change for well-being.

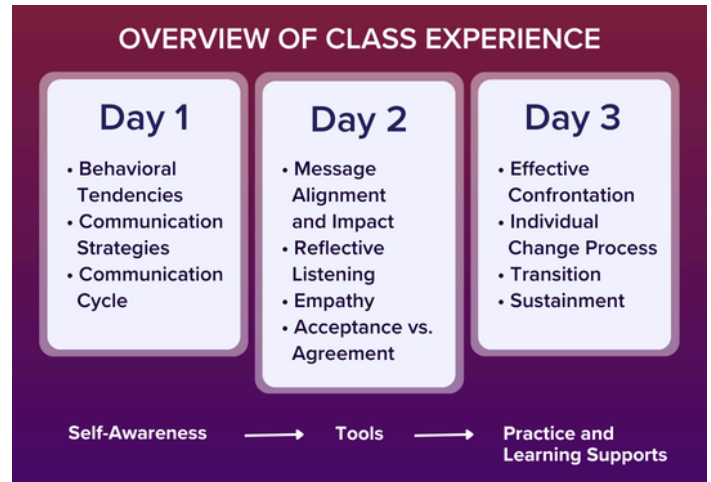
Demonstrating to the people in your span of care that they are seen, valued, and heard.

Our Community **LISTENS**

Listens is the first of our foundational courses. The three-day class is designed to help participants learn how to listen effectively, express themselves clearly, and build better relationships. These skills are essential for success in both personal and professional contexts.

What You'll Learn

- Improve your ability to listen attentively and understand others to foster better relationships at home and work
- Understand your unique communication profile
- Learn about core behavioral tendencies
- Discover how to flex your communication for the comfort of others
- Appreciate the diverse contributions others bring to our lives and leadership
- Express yourself more clearly and effectively
- Resolve conflicts peacefully and productively
- Lead more effectively and inspire others
- Improve Self Awareness
- Understand what motivates your team members
- Connect the principles and practices learned in class to your life and leadership after class, reflect on how to reset your relational default modes, and learn how to leverage the most value out of the Continuous Learning process after the classroom experience ends
- Discover and experience how listening empowers people to help others, improve relationships, and increase the opportunity for personal and team achievement
- Learn the common misgivings about confrontation and power and will receive a practical method to positively and respectfully confront others to create change



Why You'll Learn It

In a world where differences often divide us, this course teaches the critical skill of listening—a tool that fosters unity through our shared humanity, fuels genuine connections, and is essential for achieving positive outcomes in confrontations. In a society where we are taught to debate and talk, this course answers the question: when do we truly learn to listen and connect?

How It Will Help You

Enhance your interpersonal relationships and confidence in effective confrontation, and grow your leadership skills in all aspects of your life.

What You Can Expect

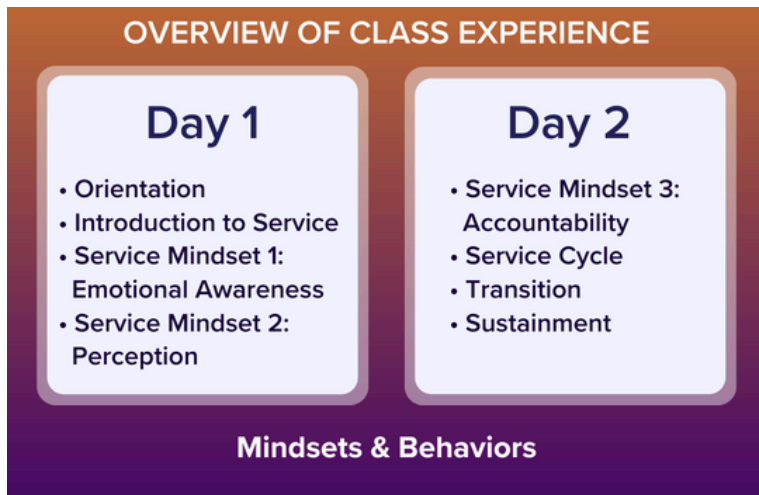
Experience a transformation in communication skills through our course, led by expert facilitators in a personal setting for up to 24 participants. Learn, reflect, and practice new techniques over three days in person or seven weeks virtually, designed for deep engagement and practical application.



Our Community **SERVES**

Serves is the second of our foundational courses. After implementing listening into leadership, Listens alumni can now take Serves to integrate service concepts into their everyday leadership moments. The course provides opportunities for self-reflection, personal practice, and tangible takeaways to bring back to your organization to encourage a service and accountability mindset.

What You'll Learn



Why You'll Learn It

Society suffers from a leadership crisis - people, teams, and workforces feel disconnected and even toxic. Learn the leadership skills that will benefit those in your span of care and lead to a culture of service.

How It Will Help You

Learn how to shift your default from being a Me-Centered to a We-Centered leader, recognize opportunities to meet the needs of another person, and the foundations to creating a solid, caring organizational culture.

What You Can Expect

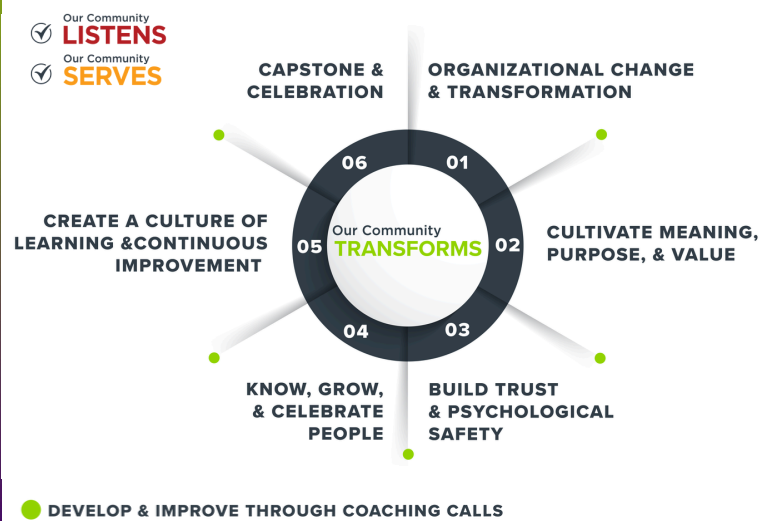
An enriching two-day experience led by two highly skilled facilitators. With a maximum of 24 participants, you'll enjoy a unique classroom setting that ensures personalized attention and a supportive learning environment. Every detail of this class has been thoughtfully arranged to foster your growth. You'll have the chance to learn new skills, engage in meaningful self-reflection, and immediately apply what you've learned in practical settings.



Our Community TRANSFORMS

Transforms is the third course in our foundational series, specifically crafted to help organizational leaders develop strategies for transforming their workplace culture. Building on the essential skills from Listens and Serves, this course provides leaders with the tools and insights needed to drive meaningful change within their organizations. Effective transformation requires deliberate action, a deep understanding of one's impact and influence, and a strategic approach to cultivating a caring and supportive workplace environment. Through the Transforms course, participants will explore the 5 Pillars of Caring Workplaces and walk away with a strategy to create an organization where team members genuinely care for each other and foster supportive, collaborative environments.

What You'll Learn



In between sessions, participants will learn core coaching skills and participate in peer-to-peer coaching calls to grow their leadership skills and make plans to create a coaching culture in their workplace.

Why You'll Learn It

Data shows that an organization's culture drives its success. Yet leaders and organizations rarely create a strategy for their culture. It's no surprise that leaders can often end up with a team culture that was created for them instead of by them, and performance falters. In this course, you'll learn key practices for drafting and building your culture strategy.

How It Will Help You

You'll walk away with tangible next steps to build trust, create connections, lead change, coach, and deliver feedback. When embedded in a culture strategy, these skills increase the likelihood of success within your organization for behavior change and organizational success. Embed core concepts into your organizational policies and practices and transform your culture to one where care is at the heart of performance.

What You Can Expect

Experience a virtual leadership class over 3-6 months with six sessions. Learn from two expert facilitators in a close-knit group of max 24 participants. Weekly time in class consists of 2-3 hours for each primary session or coaching call and up to 30 minutes of pre-class preparation work and post-class homework.



EI DOMAINS AND COMPETENCIES

EI Domain	EI Competency	Listens	Serves	Transforms	
Self Awareness	Emotional Self-Awareness	DISC: behavioral tendencies	Feelings/Needs link	Values	
		Behavior expression of need	Noticing emotions	Halos & Horns Effect	
		Logic & Emotion		Recency Effect	
		Nonverbal communication	Emotional Catalyst	Not like me	
		Comms Cycle	Perception	Reasons we Avoid Feedback	
			Uncover unmet needs		
Self-Management	Emotional Self-Control	Superpowers	Emotional Mindfulness		
		Staying out of judgment			
		Style flexing			
	Adaptability	Individual Change process	Me vs We centric	Perception Deception	
	Achievement Orientation		Accountability		
			Circle of control		
Taking ownership					
Setting expectations					
Positive Outlook		Assume positive intent	5:1 Rule for Positive vs Coaching		
Social Awareness	Empathy	Empathy	Empathy	Empathy	
			Perception		
			Perspective Taking		
	Organizational Awareness		Perception	Psychological Safety	
			Perspective Taking		
			Service		
Relationship Management	Influence	Reflective Listening		Storytelling	
				Trust	
				Theory of diffusion	
				Receiving feedback	
	Coach and Mentor				Coaching skills
					Powerful questions
					Feedback
	Conflict Management		Effective confrontation	Find common goal	Feedback
			Acceptance vs agreement	Expectation Setting	Barriers to change
			Three moves		
	Teamwork	Communication skills training (Listens)	Accountability		Team strengths during change
			Service Cycle		
			Recognition		
Inspirational Leadership (ability to bring out the best by inspiring towards a common purpose/ shared vision)	Recognition	Recognition		Trust	
				Psychological Safety	
		Me vs we Cultures		Storytelling	
				Feedback	
				Recognition	
			Org Change Process		



CONTINUOUS LEARNING



CFCC Leads! App

The Chapman Foundation for Caring Communities offers the CFCC Leads! App to alumni of Our Community Listens. This mobile application provides the tools alumni need to stay engaged and excited about their learning journey. Included in the application are continuous learning opportunities, skill challenges, news, daily celebrations and encouragement, and access to all CFCC media, including videos, podcasts, on-demand courses, and more. Additionally, the CFCC Leads! App provides access to informational resources and support for alumni, including guidance on setting personal and professional goals and learning new skills.

Listen First Podcast

On the Listen First Podcast, you'll join us as we connect with fascinating guests from varied backgrounds and perspectives to explore how we can build better relationships in our professional and personal lives. Tune in for insight on mastering skills like active listening, understanding behavioral tendencies, appreciating personality diversity, and conflict resolution.



Roundtables and On-Demand Courses

Roundtables allow you to reconnect to our course skills with expert facilitators and fellow alumni. Enjoy candid conversation and skill refresh as we explore Leadership, Parenting, and Committed Relationships. On-demand courses comprise various content items such as videos, class recordings, PDFs, and presentations that learners can use quickly. Instead of joining and reviewing material at a specific time, learners can go through the course content when it is convenient for them.

IMPACT AND RESULTS



Positive Changes Were noted at work when teams of coworkers were trained together

2/3

Reported positive personal changes at work such as greater job satisfaction. The majority said it had improved their work environment

Alumni gave high positive ratings to the three-day Our Community Listens training they received

96%

Were glad they took the course

81% - 91%

Positive ratings for the six training modules

DISC / Reflective Listening

Were the highest rated modules

Alumni are still applying the nine skills and techniques they learned in the three-day training



Usage ranged from about 90% for Empathy and Reflective Listening to 59% for the Three Moves Model



The effects of training have not faded with time – those trained more than 5 years ago are using their skills at the same rate as others

By using their communication and listening skills, the vast majority of alumni have experienced positive life changes

9/10

Said their lives had improved because they used what they had learned in Our Community Listens

3

Primary types of life changes – or benefits – were found in the analysis of respondents' open-ended comments



Listening and Communication

Most commenters felt that having improved communication skills was a significant life change by itself that enabled them to do much more in their lives



Relationships and Settings

Alumni reported many examples of improved relationships with family, coworkers, friends, and others due to the training; also, they noted improved functioning in particular settings



Personal Change

Alumni cited examples of personal change including being more confident, better leaders, and more self-aware, patient, and positive about life and themselves





IMAGINE

Imagine a world where every leader, regardless of the vertical they serve in, leads with empathy, authenticity, and a genuine sense of care. A society where these qualities are not just desired but expected in our leaders. This is the vision our organization is working to bring into reality.

We believe that leadership is not about authority but service and care. We've invested thousands of hours to provide organizations like yours with transformational learning experiences designed to provide individuals with the necessary skills to lead with care, empathy, and authenticity.

The Chapman Foundation for Caring Communities offers transformational learning experiences that build leaders who transform their families, workplaces, and communities.

Our mission and values inspire us to grow and evolve. We are committed to serving our communities and partners in new ways and empowering our passionately driven team members to help us change the world, one relationship at a time.

Staying dedicated to the mission of creating a society in which people care for each other first, we remain committed to creating the relational tools necessary for empathy, authenticity, leadership, care, and service to become a part of our everyday lives. Together with our partners around the world, we continue to write our story in a way that allows us all to see and transform the world in a different way, through a more compassionate lens.





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