

Target Audience

Current & Aspiring Managers of People: This course was designed by mortgage experts specifically for individuals in managerial positions, team leads, and those aspiring to become leaders in the mortgage industry.

Course Topics

- **Unleash Your Leadership Strengths:** Identify and harness your unique leadership strengths to effectively navigate business and team dynamics.
- **Conduct a Team Evaluation:** Use an evidence-based framework to analyze and address your team's strengths and performance gaps, ensuring your team reaches its full potential.
- **Enhance Your Communication Results:** Identify your communication style and develop the ability to swiftly adapt to others' styles. Establish a measurable communication plan that increases visibility of business-critical communications, embraces diversity, fosters belonging, and celebrates unique contributions.
- **Cultivate Your Listening Skills:** Strengthen your listening skills by practicing the 5 Steps of Listening to Understand with Empathy, reducing misunderstandings and conflicts.
- **Practice Empathy-Based Coaching:** Explore and practice a proven process for coaching team members through challenges and growth, providing timely and constructive feedback, and encouraging ongoing development opportunities.
- **Craft Your Strategic Business Plan:** Leverage your innate strengths, instincts, and preferred problem-solving methods to create a comprehensive business plan that propels you toward achieving your goals.

Course Details



Two-week duration with an estimated time commitment of approximately **8-10 hours**.



Access modules and assignments in the **TMCU Online Learning Portal** for self-paced learning, while completion deadlines provide structure. See course schedule.



Participants will attend **4 virtual 30-minute instructional sessions** with instructor.



Required assignments are **relevant to the current mortgage landscape** and evaluated by instructor with 18+ yrs. mortgage experience and adult learning expertise at the master's degree level, ensuring enhanced quality of instruction and feedback.

TMC Member Price \$595/ea. 1- 4 students | \$495/ea. 5+ students | \$395/ea. 20+ students

Non-Member Price \$795/ea. 1- 4 students | \$695/ea. 5+ students | \$595/ea. 20+ students

DAY	MEETINGS & MODULES	
WEEK 1		
MON	Virtual Zoom Meeting 2pm (ET): Course Introduction (30 min) Zoom Meeting Link	Complete Psychometric Assessment & Analyze Results This short online assessment helps you to discover the instinctive ways you take action and strive for goals. (60 min/self-paced)
TUE	Module 1: Leadership Style & Strengths Identify your leadership strengths and how to best apply and adapt them to business and team dynamics. (60 min/self-paced)	
WED	Upload Module 1 Assignment to TMCU Online Learning Portal*	
THU	Virtual Zoom Meeting 2pm (ET): Review Module 1 & Intro Modules 2-4 (30 min) Zoom Meeting Link	Module 2: Team Evaluation Discover and apply an empirical framework designed to analyze and correct gaps between current and desired performance. (60 min/self-paced)
FRI	Upload Module 2 Assignment to TMCU Online Portal*	
WEEK 2		
MON	Module 3: Effective Communication & Active Listening Identify your primary communication style and learn how to quickly recognize and adapt to the styles of others. Learn to implement a proven and measurable communication plan. (60 min/self-paced)	Upload Module 3 Assignment to TMCU Online Learning Portal*
TUE	Module 4: Effective Coaching Explore and practice a proven process for coaching team members through challenges and growth. (60 min/self-paced)	
WED	Virtual Zoom Meeting 2pm (ET): Review Modules 2-4 & Intro Module 5 (30 min) Zoom Meeting Link	Upload Module 4 Assignment to TMCU Online Learning Portal*
THU	Module 5: Strategic Planning Create a business plan that leverages your innate strengths, instincts, and preferred problem-solving methods to accomplish your goals. (60 min/self-paced)	
FRI	Virtual Zoom Meeting 2pm (ET): Review & Conclusion (30 min) Zoom Meeting Link	<ul style="list-style-type: none"> • Upload Module 5 Assignment to TMCU Portal* • Pass (80%) Comprehensive Knowledge Check • Complete Course Evaluation • Obtain Completion Certificate
*Instructor evaluation & feedback provided within 2 business days		