

Course Summaries: Leadership Essentials

Essential Skills of Leadership

- Managing a team while enhancing team members' self-esteem
- Focusing on team members' behavior
- Encouraging team member participation



Essential Skills of Communication

- Communicating clearly and concisely
- Understanding and managing nonverbal communication
- Effectively communicating through listening

Communicating Up

- Planning communication with supervisors
- Building consensus around goals, objectives and action plans
- Recapping communications for clarity and consistency

Supporting Change

- Understanding and facilitating the three phases of change
- Developing strategies for communicating and supporting change
- Building team member buy-in to change

Coaching Job Skills

- Identifying team member difficulties that hinder team success
- Building improvement plans
- Coaching skills

Managing Complaints

- Empathetically listening to team members' complaints
- Finding the root cause of an issue
- Resolving workplace problems

Delegating

- Delegating for optimal time management, job satisfaction and productivity
- Developing processes that ensure involvement and success of team members

Improving Work Habits

- Distinguishing between performance and work habits
- Recognizing poor work habits
- Coaching to improve work habits

Developing Performance Goals & Standards

- Defining goals, objectives and standards
- Identifying and setting standards
- Involving team members in creating individual performance standards

Resolving Conflict

- Recognizing conflicts before they become problems
- Identifying the source of conflicts
- Communicating to resolve conflict

Providing Performance Feedback

- Developing a collaborative feedback process
- Getting team member buy-in
- Implementing a systematic approach

Effective Discipline

- Encouraging self-discipline
- Delivering disciplinary actions
- Using discipline as positive growth experiences