



Leadership Skills - COURSE CONTENT

Ch1: Introduction to Leadership

- ☐ The principles of Leadership
- ☐ How people lead and Influence others
- ☐ Types of power leaders possess
- ☐ Techniques for developing power
- ☐ Attributes of effective leaders
- ☐ Who does the leader serve

Ch2: Motivation

- ☐ Principles of Motivation
- ☐ Motivation techniques to use with your team
- ☐ Factors affecting motivation

Ch3: Social styles of Leaders

- ☐ Your style and its impact on your leadership
- ☐ The behavioral style of Others
- ☐ Understanding the behavioral styles of Individuals
- ☐ Dimensions of assertiveness that affect your leadership style
- ☐ Style observation rules

Ch4: Relationship Management

- ☐ Building productive relationships with others
- ☐ Techniques for influencing others
- ☐ Conflict Management Concepts

- ☐ Techniques for building rapport with different personalities
- ☐ The various styles of conflict management & their applications in the work place

Ch5: Communication Techniques

- ☐ Effective Listening Skills
- ☐ The concepts and importance of Communication
- ☐ Preferred communication channels, methods, and styles
- ☐ Verbalizing expectations in a clear manner
- ☐ Breaking down barriers to create effective communications

Ch6: Decision Making, Delegation, and Problem Solving

- ☐ Decision making elements
- ☐ Making decisions with Confidence
- ☐ S.M.A.R.T outcome criteria
- ☐ Delegation principles
- ☐ Proven problem-solving approaches
- ☐ Common pitfalls in effective decision making

Ch7: Performance Management

- ☐ Effective Performance Management
- ☐ Leaders' responsibilities for evaluating, reprimanding, and counseling staff
- ☐ Preparing for performance management discussions
- ☐ Conducting performance management discussions
- ☐ Evaluating performance expectations objectively
- ☐ Reprimanding and counseling sessions

