

Leadership Series

(2 day Instructor-Led Course)



Course Overview

This module will introduce you to the requirements of leaders and assist you in developing the skills and characteristics needed for effective leadership.

The Leadership module covers all of the essentials of today's leaders. This is a hands-on and interactive module that uses real life scenarios to develop practical leadership skills.

Who Should Attend

This course is designed for candidates who wish to specialize in specific business skills segments.

Prerequisites

This course is designed for the student who has little or no experience.

What You Will Receive

Each student will receive a copy of the course manual for post-class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional exam - **C10-506**

Follow-up Courses

- Customer Service Series
- Sales Series
- Business Etiquette and Professionalism Series
- Business Communications Series

Course Outline: Leadership Series

Introduction to Effective Leadership

- What is Leadership
- The definition of a leader
- The definition of a follower
- Characteristics – Features that distinguish effective leaders
- Skill - A developed talent or Ability
- Developing a Vision
- Developing a Mission
- Working towards achieving goals
- Building a cohesive team
- Identifying and meeting team needs
- Set standards for measuring team performance
- Accountability
- Motivate
- Everyone can be a leader
- Circumstances shape leaders
- Leaders embrace responsibility
- Clear Goals
- Training
- Followers
- Leadership vs. Managing

Choosing the appropriate leadership style

- The Transitional Nature of Leadership
- Leadership Styles
- Relational Support
- Function Support
- Telling – High Functional, Low Relational
- Selling - High Functional, High Relational
- Participating – Low Functional, High Relational
- Delegating – Low Functional, Low Relational
- The Follower
- Committed Novice – Low Capability, High Motivation
- Uncommitted Expert – High Capability, Low Motivation
- Committed Expert – High Capability, High Motivation
- Uncommitted Novice – Low Capability, Low Motivation
- Situational Leadership

Developing a Vision & a Mission

- Direction and Destination
- Passion
- What are values?
- Vision Quest
- Mission Statement
- Develop a mission plan
- Effectively communicate vision as a leader

Effective Decision Making

- Problem Identification & Analysis
- Recommending Problem Resolution Guidelines
- Problem Resolution
- Establishing decision making criteria
- Establishing Criteria
- Rating Criteria
- Risk Analysis – How risky is the decision
- Cost factors - What are the costs of implementing the decision?
- Problem Resolution
- Implementing your decision

Team Building for Leaders

- Team Building
- Mission, Goals and Objectives
- Team member selection criteria
- Communicate team member's responsibilities
- Meeting team needs
- Motivation
- Accountability
- Team Building Benefits
- Accountability
- Ownership
- Authority
- Acceptance
- Collective approach to success and failure
- Team Selection
- Team Communication
- Motivating Teams
- Creating a Learning Environment – 4 basic needs
- Relevancy
- Autonomy
- Security
- Belonging