



Leadership Essentials

A BUNDLED PROGRAM OF SIX COURSES



1. Communication Skills

- Importance of communicating the “why” along with the “what”
- Difficult conversations
- Giving feedback
- Active listening
- Understanding and adapting behavioral styles
- Leaders role in effective communication



4. Decision Making

- Decision making models
- Benefits and risks to employee decision making involvement
- Factors that impact employee involvement
- Customized case studies



2. Delegation

- Benefits and barriers
- Employee resistance
- Task appropriateness for delegation
- Delegation process
- Introduction to Situational Leadership



5. Facilitating Effective Meetings

- Positives and pitfalls of meetings
- Process for effective meetings:
 - Prepare
 - Facilitate
 - Close/Follow-up
- Creating a desired outcome statement and meeting agenda
- Dealing with distractions



3. Time Management

- Left Brain/Right Brain
- Task, project, process
- Planning tools
- The four D's of email
- Procrastination
- Analyzing energy allocation
- 80/20 Rule



6. Handling Conflict

- Five modes of conflict handling
- Benefits of appropriate situational conflict resolution
- Managing workplace conflict
- Impact of overuse and underuse of conflict handling

**Optional conflict mode instrument for an additional charge*

