

# 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 Content

### **Introduction to Effective Leadership**

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

### **Choosing the appropriate leadership style**

- The Transitional Nature of Leadership
- Leadership Styles
- Relational and Functional 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
- 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
- Establishing decision making criteria
- Establishing and Rating Criteria
- Risk Analysis – How risky is the decision
- Cost factors - costs of implementing the decision?
- Problem Resolution
- Implementing your decision

### **Team Building for Leaders**

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