

Principles of Leadership

Making the jump from individual contributor to supervisor is one of the toughest career challenges an employee can face. It requires a new mindset and new skills. New supervisors no longer focus only on their personal workload – they need to know how to lead their teams to maximum productivity.

Principles of Leadership is a rigorous course designed to teach the skills a new supervisor needs to be successful. A combination of classroom training and on-the-job assignments, the course is a comprehensive approach to teaching the skills an employee needs to be an effective supervisor. Our goal is to help new supervisors master the required skills right away and avoid months of trial and error, mistakes, missed opportunities and possible career derailment.

The program covers the following skill areas –

Day 1 - Your Organizational and Leadership Role:

- Leadership expectations of you as a supervisor
- Your team's expectations
- Role & responsibilities
- Establishing & aligning goals and objectives
- Your biggest transitional challenges
- Styles of leadership
- Opportunities for short & long-range team improvement
- Post Work - goal alignment meeting with your supervisor
- Pre-Work for Day 2 - Completing Insight Inventory assessment

Day 2 - Communication and Your Personal Style:

- Communication models and assumptions
- Your communication style
- Recognizing the styles of others
- Listening skills
- The power of non-verbal communication
- Communicating with your manager
- The importance of communication flexibility
- Pre-Work for Day 3 - Coaching worksheet & project identification

AAIM Course Description

Day 3 – Successful Coaching

- The definition of coaching
- Identifying coaching 'targets'
- The Coaching 'continuum'
- Assessing coaching needs
- Conducting coaching conversations
- Progressive discipline & documentation
- Formal coaching strategies
- Post-Work - Develop a coaching plan
- Pre-work for Day 4 - Reading on performance appraisals

Day 4 (a.m.) – Coaching Part II & Managing Performance:

- Discussion of coaching plans
- Performance appraisals as formal coaching tools
- Tips & techniques for preparing, writing & conducting appraisals
- Setting better performance goals

Day 4 (p.m.) – Mastering Conflict Resolution:

- Defusing negative behavior
- Recognizing the sources of conflict and the Conflict Cycle
- The 'Management of Differences' Inventory
- The Process for Resolving Conflicts
- Post-work - Identify possible problem performance to discuss on Day 5

Day 5 - Leading Change & Building Great Teams:

- Select appropriate methods to use for communications
- Utilize the single source concept to streamline team communications
- Create a reader-based communication plan
- Communicating change initiatives
- Creating commitment to change

AAIM Course Description

Day 6 – Delegation, Behavioral Interviewing & Personal Productivity:

- Explain what it means to delegate
- Demonstrate an understanding of the different purposes and applications of delegation
- Identify specific work you should be delegating and different ways to use delegation with individual employees
- Recognizing ineffective delegation practices
- The Behavioral Interviewing process
- Writing effective interview questions
- Conducting a professional and productive interview
- Personal productivity principles
- Identifying time challenges
- Effectively utilizing delegation
- Managing inboxes - real and electronic
- Organizing your actions and your workspace

Prerequisites: The course consists of six (6) days of classroom training, and pre-and post-class assignments.

Advanced Preparation: There is no advanced preparation for this course.

Competencies: Interpersonal Communications, Decision Making, Business Acumen, Organization, Priority Setting, Problem Solving, Performance and Team Management, Developing Others, Conflict Management, Motivating Others, Coaching, Diversity Awareness

Delivery Method: Group-Live | **Course Level:** Basic | **Duration:** Six (6) Full-days

Continuing Education/Recertification Credits: CPE Credits, HRCI Recertification Credits and SHRM Professional Development Credits may be available for this course.