

# AAIM Course Description



## Leadership for Leads

Leading a work team requires special skills – different than the technical skills you already have. You worked hard and did a good job to get where you are, but making the transition from team member to lead can be challenging in new ways. Now you are (will be) in charge and directing the work of others who could be former coworkers and friends. While you may still do the same tasks that they perform, you are also responsible for getting things done through them while also building productive relationships. As a work lead, your team's success is your success.

That is why this course offers four half-day training sessions to help you assess and develop your leadership skills, discover practical and proven ways to effectively communicate, motivate and train others, plus increase your personal effectiveness and professional reputation.

### Day 1 - Role of a Lead Person:

In this session you will explore your roles as a lead and how the responsibilities have changed from being an individual contributor to one that guides and oversees work done by others.

#### At the end of this session you will be able to:

- Define the roles of today's lead and how it compares to supervisor and manager
- Identify the dynamics involved in going from "peer" to "lead person" and how they have effect you and your team
- Identify the skills to take charge and be an effective leader
- Recognize the seven pitfalls of empowerment and leadership and how to avoid them
- Assess your own management style and plan ways to use it more effectively

### Day 2 - Communication Skills:

How easy or difficult a new leadership role turns out depends to a large part on that person's ability to communicate effectively. In this session you will be introduced to several key ways that leaders communicate clearly and effectively to take charge without being overbearing.

#### At the end of this session you will be able to:

- Define effective communication
- Use key principles and tips to get your point across
- Assess the impact of your current communication style
- Use techniques to "flex" your style to communicate more effectively
- Recognize the power of non-verbal communication
- Use active listening techniques to motivate other and eliminate misunderstandings
- Provide constructive feedback

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## Day 3 - Motivational Skills:

One key to your success is to know how to keep employees motivated or stimulate less productive ones. By knowing more about the motivation of others, you can meet business goals and performance expectations through the people you lead. In this session you will have an opportunity to focus on how you communicate, treat, and energize employees to do their best work.

### At the end of this session you will be able to:

- Assess your own motivational drivers
- Use techniques to keep yourself motivated and avoid burn-out
- Describe the principles of rewards, reinforcement and punishment
- Use your understanding of needs and values to increase employee commitment
- Identify de-motivators and ways to counteract them

## Day 4 - Coaching and Feedback:

As a lead, you are expected to give your team members feedback and help coach them for better results. Coaching is an effective blend of clear expectations, monitoring, feedback, and ongoing communication. These are essential skills for all leads. Those who master these skills become extremely valuable to their team and the organization.

### At the end of this session you will be able to:

- Define effective coaching
- Contribute to the three components of managing employee performance
- Communicate clear performance expectations
- Identify general coaching strategies based on an employee's skill and motivation levels
- Match your coaching style to the employee's development needs
- Provide feedback in a positive and constructive way
- Plan and conduct on-the-job training

**Prerequisites:** Both new and experienced working leaders from office, manufacturing, and service organizations who are not officially "supervisors" or "management" employees.

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

**Competencies:** Interpersonal Communications, Leadership Communication, Motivating & Developing Others, Performance Management

**Delivery Method:** Group-Live | **Course Level:** Basic to Intermediate | **Duration:** Four (4) Half-days

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