

AAIM Course Description



Principles of Leadership

For managers and supervisors to succeed in a leadership role requires much more than operational expertise. It demands an understanding of expectations others have of you, balancing operational and personnel demands, establishing your credibility, taking charge, building productive working relationships, and effectively managing performance.

Successful companies have one thing in common – excellent managers and supervisors across all levels. Regardless of your experience as a supervisor or manager, you can always benefit from new ideas and enhanced skills that will help you achieve more. *New managers and supervisors* can also benefit by learning core *leadership, interpersonal and work performance skills* to avoid common pitfalls.

The program covers the following skill areas -

Day 1 – Defining Your Organizational & Leadership Role

- Supervising, Managing & Leading
- What Management and Employees Expect
- Establishing and Aligning Goals & Objectives
- Managing Your Commitments
- Making the Transition from Peer to Leader
- Assessing How Your People View You
- Four Leadership Styles – There's More Than One Way to Lead
- Creating a Productive Work Unit Environment
- Pre-Work for Day 2 - Personality strengths assessment

Revised 1/9/2020

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Day 2 - Communicating for Leadership Success

- What it Takes to Communicate Like a Leader
- Essential Leadership Communication Skills
- Insight Inventory – Understanding Yourself and Others
- Flexing Your Style to Communicate Better
- Running Effective Meetings
- Getting People to Read and Act on Your Emails
- Pre-Work for Day 3 - Coaching worksheet

Day 3 - Coaching & Managing for Better Performance

- What Coaching Is (and is not)
- Coaching Continuum - Informal to Formal
- Assessing Employee Performance and Coaching Needs
- General Coaching Strategies
- Delivering Meaningful Feedback
- Your Coaching Skill Self-Assessment and Action Plan for Increased Effectiveness
- Discipline & Documentation
- Pre-work for Day 4 – Prepare a Coaching Plan

Day 4 (a.m.) – Effective Appraisals & Performance Management

- Day 3 Review Individual Coaching Plans
- Performance Appraisals – Friend or Enemy?
- How to Make the Most of the Performance Appraisal Process
- Tips & Techniques for Preparing, Writing & Conducting Appraisals
- Handling the Difficult Performance Appraisal

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Day 4 (p.m.) – Interviewing for Employee Selection & Succession Planning

- Benefits of Behavioral Interviewing
- Three Steps to Conducting a Productive Interview
 - Know What You Want
 - Get the Information You Need
 - Know How to Decide

Day 5 (a.m.) – Delegation and Empowerment

- What It Means to Effectively Delegate
- To Whom Should You Delegate?
- Sources of Power for Influencing Others
- Clear Task Assignments
- Four Easy Pieces of the Delegation Process
- Common Mistakes to Avoid
- Self-Assessment & Action Plan for Increased Effectiveness

Day 5 (p.m.) – Dealing with Conflict

- Causes, Costs and Benefits of Conflict
- Warning Signs and Triggers of Escalating Conflict
- Controlling Your Emotions and Behavior
- The Power of Your Positive Attitude
- Defusing Anger and Calming People Down
- Five Conflict Resolution Choices
- Mediating Conflict
- Helping to Prevent Violence in the Workplace

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Day 6 (a.m.) – Leading Change

- Business Impact of Change
- Overcoming Resistance to Change
- Guiding Your Team Through Three Phases of Change
- Knowledge Check - “Change Pursuit” Game

Day 6 (p.m.) – Building Team Work

- How Teams Develop
- Assess Your Team’s Current Stage of Development
- A Clear, Practical Guide to Improving Your Team
- Breaking Down Silos
- Practice Working Together: “Moon Survival”

Complete all six days of this training program to include pre- and post-work assignments and receive AAIM’s Leadership Certificate.

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.

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