

AAIM Course Description



Principles of Leadership

Being a leader is one of the toughest career challenges one can face. Instead of just focusing on their personal workload, managers and supervisors need to be able to lead a team of individuals to maximum productivity. This requires an understanding of the expectations that others have of them, balancing operational and employee demands, establishing personal credibility and authority, and creating a productive environment.

Principles of Leadership is a rigorous program designed to teach new and experienced managers the skills for success. The 6-day certificate program combines classroom training and on-the-job assignments for a comprehensive understanding of how to be an effective leader in today's modern workforce.

Attendees will master these important skills:

Communication | Coaching for better performance | Conducting appraisals | Interviewing | Delegation and empowerment | Conflict resolution | Leading change | Developing teamwork

Course Schedule:

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

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

AAIM Course Description

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

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

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 Teamwork

- 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*”

AAIM Course Description

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

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:** 6 full days (once every other week)

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