



Leadership Course Contents

Off-the-Chart Results[®]

Leadership Development

1. TIME MANAGEMENT

- Missions/Goals/Manage "A" Priorities
- Eliminating Time Wasters
- Scheduling SMART
- Finding Hidden Time
- Maximizing Productivity

2. PROJECT MANAGEMENT

- Intro to Project Management
- Project Definition
- Project Planning
- Project Implementation
- Project Closure

3. CHANGE MANAGEMENT

- Understanding Change
- Initiating and Leading Change
- Four Stages of Change Transitions
- Communicating During Change Transition
- Leading Non-Stop Change

4. COACHING AND MENTORING

- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Self-Coaching
- Giving and Receiving Feedback

5. EXPERTISE/EMPLOYEE RETENTION

- Leadership Expertise
- Confidence in any Situation
- Leadership Credibility
- Hiring the Right Talent
- Retaining the Right Talent

6. CAREER DEVELOPMENT

- Overcoming Workplace Barriers
- Assertiveness
- Meeting Skills
- Conflict Management
- Moving Up the Ladder

7. PROBLEM-SOLVING

- Early Problem Recognition
- Four Stages of Creative Problem-Solving
- Defining/Analyzing Problems Accurately
- Confident Decision-Making
- Crisis Resolution

8. INFLUENCE

- Appropriate Use of Power
- Six Influence Techniques
- Getting Others to Follow Your Lead
- Unpopular Positions
- Win-Win Negotiation

9. ETHICS

- Introduction to Ethics
- Employee Ethical Responsibilities
- Ethical Dilemma Decision-Making
- Ethical Problem-Solving
- Leading Ethical Conduct

10. CRITICAL THINKING

- Introduction to Critical Thinking
- Managing Deception and Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding: Explanations

11. RESPONSIBLE INITIATIVE

- Personal Leadership
 - Initiative for Responsible Results
- Achieving Results with Others
- Personal Accountability
- Overcoming Obstacles

12. REWARDS AND RECOGNITION

- Giving Rewards and Recognition
- Self-Appreciation
- Appreciative Inquiry
- Customer Appreciation
- Empowered Compliments