

Foundations of Leadership

Program Content:

Foundations of Leadership

- When do we Lead?...When do we Manage?
- Essential Management Activities
- Leadership

Leadership Styles

- The Transactional Leader
- The Transformational Leader
- The Servant Leader
- The Situational Leader

Motivating Others

- Motivating Individuals of Different Ages
- Creating an Environment of Motivation
- The Positive Work Environment Inventory
- Positive Work Environment Chart

Effective Communication

- What is the Purpose of Communication
- Corporate Culture and Communication Styles

Promoting Employee Growth

- Steps in Delegation

Coaching and Performance Feedback

- Steps to Giving Effective Positive Feedback
- Steps to Giving Effective Constructive Feedback
- Coaching Day-to-Day for Improved Performance

Hiring and Interviewing

- Traditional Interviewing
- Behavioural Interviewing

The Role of a Leader in Change Management

- Causes of Change
- The Change Process

The Nature of Conflict

- Conflict Management – A Behavioural Model
- Application: Conflict Resolution Skill Steps

Getting Organized

- Time Management Tips for Leaders
- Organizing Meetings to Improve Effectiveness