

## Foundations of Leadership

This program gives supervisors and managers the tools and techniques to motivate, improve communication skills, enhance team performance, give positive and negative feedback, coach, delegate and handle conflict.

### Program Content:

#### Leading for Today

- Leader versus Manager
- The Seven Laws of Being a Leader
- Errors Leaders Make – How Do You Avoid Them?
- Moving Toward a Customer Focus

#### Coaching Skills

- The Coaching Model
- Giving Constructive Feedback
- Giving Positive Feedback
- What is Delegation?
- The Delegation Process – What / How to Delegate

#### Communication

- What is the Purpose of Communication?
- Self-Assessment – Determining Your Strengths and Weaknesses
- Effective Listening
- Getting Your Message Across – Creating Understanding
- Emails and Memos – Begin with the End in Mind

#### Motivating Employees

- Motivating Today's Employees
- Skills for Motivating Your Team
- The Change Process
- Problem Solving Process
- Accountability and Cost Control
- Leading Employees of All Ages

#### Conflict Management

- Conflict Management Styles
- Conflict Management Process

#### Time Management

- What is Time Management?
- Leading Others – Maximizing Work Time
- Identifying Priorities
- Finding Balance – Time Management for Work & Home
- Managing Stress

**Facilitation:** 2 days (2 Gold Seal Special Industry Course (SIC) Points)

