



Leadership Series

(2 day Instructor-Led Course)



Course Features

Course Overview

This module will introduce you to the requirements of leaders and assist you in developing the skills and characteristics needed for effective leadership. The Leadership module covers all of the essentials of today's leaders. This is a hands-on and interactive module that uses real life scenarios to develop practical leadership skills.

Who Should Attend

This course is designed for candidates who wish to specialize in specific business skills segments.

Prerequisites

This course is designed for the student with little or no experience.

What You Will Receive

Each student will receive a copy of the course manual for post-class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional Exam - **C10-506**

Tuition Fees

In Class 2 Day Business Leadership Program - \$550.00 per student

Exam: Certified Business Professional Business Leadership **C10-506** - \$150.00

Follow-up Courses

- Business Etiquette Series
- Sales Series
- Customer Service Series
- Business Communications Series

Course Outline

Introduction to Effective Leadership

Definitions: leader; follower
 Features that distinguish effective leaders
 Skill - a developed talent or ability
 Developing a vision; a mission
 Working towards achieving goals
 Building a cohesive team
 Identifying and meeting team needs
 Set standards for measuring team performance
 Accountability
 Motivate
 Circumstances shape leaders
 Leaders embrace responsibility
 Leadership vs Managing

Choosing The Appropriate Leadership Style

The transitory nature of leadership
 Relational Support
 Function Support
 Telling - high functional, low relational
 Selling - High functional, high relational
 Participating - Low functional, high relational
 Delegating - Low functional, low relational
 The follower
 Committed novice - low capability, high motivation
 Uncommitted expert- high capability, low motivation
 Committed expert - high capability, high motivation
 Uncommitted novice - low capability, low motivation

Developing a Vision & a Mission

Direction and destination
 Passion
 What are values
 Vision Quest
 Develop a mission plan & statement
 Effectively communicate vision as a leader

Effective Decision Making

Problem identification and analysis
 Problem resolution guidelines
 Establishing decision making criteria
 Risk analysis - how risky is the decision?
 Examining the cost factors
 Problem resolution
 Implementing your decision

Team Building for Leaders

Mission, goals and objectives
 Team member selection criteria
 Communicate team member's responsibilities
 Meeting team needs
 Team building benefits
 Accountability; Ownership; Authority; Acceptance
 Collective approach to success and failure
 Team selection and communication
 Motivating Teams
 Creating a learning environment