

Leadership Lessons That Work Course Outline

Course Duration: 3 Days

PDU or Project Management Education Contact Hours: 21

Role of Management

- Plan – Delegate – Motivate – Monitor
- Challenge and develop staff to replace yourself
- Good vs bad management
- Management skill sets
- Planning versus managing

Role of Leadership

- Who can lead?
- Strategic level – choosing a direction
- Operational level – getting there
- Leadership as a motivation tool

Leadership Theories

- Trait Theory
- Situational leadership
- Generational values vs leadership needs
- Team Leadership
- Leadership styles

Motivation

- Theories
- Getting to know your staff
 - Myers Briggs
- Temperament and motivation
- Tools
- Success criteria
- Motivation cycle
- How to motivate
- When to motivate

Delegation

- Delegate or suffocate
- Degrees of delegation
- Delegation process
- Success criteria
- Situational leadership
- Monitor and control

Communications

- What are communications?
- Good communications
- Quality control
- Causes of failure

Interpersonal skills

- 7 forms of intelligence
- Machaeivellian “genius”
- Work to your strengths
- Understand the strengths of others

Interpersonal communications

- Quality criteria
- Key ingredients for success
- Causes of failure
- Interpersonal gaps
- Building bridges

Effective Listening

- Objectives
- Tools
- Measurements
- Assessment

Management Communications

- Objectives – delegate, motivate, monitor and control
- Tools
- Success criteria

Performance Management

- Objectives – motivate, monitor and control
- Motivate and lead
- Effective feedback
- Feedback rules
- Coaching vs counselling
- Performance reviews
- Performance management cycle
- Discipline

Dealing with Conflict

- Good vs bad conflict
- Causes of conflict
- Types of anger
- Dealing with conflict

Difficult People

Who are they
What are they
How to manage them

Stress Management

Performance vs stress level
Good vs bad stress
Recognition and remediation
Helping others manage stress