Principles and Qualities of Genuine Leadership
Helping you to develop leadership skills to perform at your best

Course Overview

How You Will Benefit

More than ever, everyone within today's organizations need a deeper knowledge of leaderships best practices and help in tailoring those practices to their own situations.

The unprecedented upheavals of the last several years have created equally unprecedented challenges for leaders — from supervisors on the factory floor to executives in corporate suites throughout the world. Thanks to tighter budgets and competitive pressures, these men and women must achieve more results — faster — through workforces that are often diminished, unfocused, and demoralized.

Leadership is easy during good times — easier, at least, than during times of retrenchment when there are tough decisions to make, and no cushion of prosperity to fall back on. For a generation of managers who may have known only growth, hard times can be especially challenging. But, like a family that needs good budgeting skills most when money is tight, organizations need good leaders most during hard times — leaders who can tap into the very best efforts of all their employees and get everyone headed in the same direction. It's the only way organizations can solve problems and seize opportunities with the creativity and speed required to stay competitive.

Benefits of Planning for Performance Discussions

A work place that applies leadership principles and qualities will:
- Achieve results without sacrificing either long-term organizational health or employee commitment
- Build a work environment which enable employees to learn and grow
- See clearly the impact of their individual efforts on the success of the organization

The impact of genuine leadership is perhaps best expressed in the words of genuine leaders themselves: "The more we communicated, the more engaged our employees became, and the higher the productivity became. And believe it or not, the better our financials became."

Course Objectives

At the completion of this module participants will increase their ability to:
- Describe how current business issues affect their organizations and their ability to achieve results
- Discuss five critical leadership qualities that contribute to both organizational and personal success.
- Discuss six principles that help leaders develop effective working relationships
- Evaluate the regularity with which they apply The Basic Principles in their daily behaviors
- Explain how applying The Basic Principles can help them develop the qualities of Genuine Leadership
- Use the Basic Principles to address organizational problems and develop the qualities of Genuine Leadership
- Plan to use the principles and qualities of Genuine Leadership in their jobs

Key Topics Covered

This course explores the following subjects in depth:
- Genuine Leadership qualities in others
- Key business issues affecting your organization today
- Leadership Challenges in todays workplace
- Which Leadership Qualities help succeed in todays environment
- Application of the Six Basic Principles of Leadership and how they bring teams together
- Understanding your current strengths and weaknesses when applying the Basic Principles

What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards

Addressing Emotions at Work
Understanding and controlling our emotions

Course Overview

How You Will Benefit

Managing emotions in the workplace is more important today than it ever has been because today's workplace is a challenging place. Change is constant due to reorganizations, mergers, transfers, and individual job changes.

Most of us are juggling multiple priorities, sometimes with limited resources. And the work force is more diverse than it has ever been, with a wide range of people of different ages, backgrounds, and beliefs working together. To succeed in today's work environment, it's important to understand our emotions, control our reactions, and recognize how our emotions affect our actions and the actions of others. When we manage our emotions and those of others, we're better able to handle the changes and challenges all jobs bring, such as adjusting to a new boss or co-worker, working on a team, or handling a conflict with a co-worker or customer.

Benefits of Addressing Emotions

A workplace that encourages addressing emotions:
- Allows us to recognize emotions in their early stages, before they feel out of control
- Team members learn to express emotions in appropriate ways
- Gives appropriate feedback to clear the air
- Increases efficiency and productivity
- Develops a more cohesive team

Course Objectives

At the completion of this module participants will increase their ability to:
- Identify the impact of emotions on productivity
- Be more aware of factors that cause emotions to intensify so that they can manage them more effectively
- Choose and apply techniques to address strong emotions, so they can focus on getting work done

Course Objectives (cont.)

- Know when it is useful and appropriate to take positive action to help others manage their emotions
- Respond to the strong emotions of others in a constructive and objective way

Key Topics Covered

This course explores the following subjects in depth:
- The impact of strong emotions at work
- How and why emotions can take control
- The steps to address strong emotions
- Techniques and choices for addressing strong emotions
- Applying the "Address Emotions" technique to your work situation(s)

What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards

Delegating for Shared Success
The first rule of management is delegation

Course Overview

How You Will Benefit

According to a study on time management conducted by the Institute for Corporate Productivity (i4cp), 53 percent of 332 polled companies have a "somewhat high" or "high" level of concern about the time management skills of their employees, and 46 percent feel the same way about workers' delegation skills. Once you've identified your crucial tasks and sorted out your priorities, try to find a way to delegate everything else. The inability to delegate is one of the biggest problems with managers at all levels.

The trick to delegating is to make sure your employees share your priorities. Leaders should make clear what qualifies as an emergency, which situations require a team, individual, or leader response, and how far each person's duties and abilities can be stretched.

Find the best people to whom you can delegate and know their strengths and weaknesses. If you think you can do it better, delegate anyway and try as hard as you can to close that gap by giving your colleague or employee the right feedback. Then recognize and accept that just because someone does something a little differently than you would, that doesn't mean it's wrong. What counts is that your goals get accomplished at a sufficient level of quality.

Benefits of Delegating for Shared Success

A work environment that develops Delegating:
- Builds confidence of all team members

- Earns respect for the leader

- Increased participation and involvement

- Increases flexibility of your team

- Establishes a culture of trust

Course Objectives

At the completion of this module participants will increase their ability to:
- Assess their delegation challenges and skills
- Evaluate what work must be done by them versus what can or should be delegated
- Plan tasks to delegate and align the tasks with the appropriate staff
- Conduct a delegation conversation
- Identify follow-up actions to ensure delegation success

Key Topics Covered

The course explores the following subjects in depth:
- Barriers to successful delegation
- Delegations styles, yours and others
- Delegation planning – task and staff analysis
- Key actions for conducting a delegation conversation
- Delegation follow through and "RODI"
- Action planning for future delegation(s)

What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards

Developing Others
The key to successful leadership today is influence, not authority

Course Overview

How You Will Benefit

You don't always need to look outside your organization for the skills you feel it is lacking. Often, the talent you seek already exists within your workforce, just waiting to be discovered and developed.

Management insight is key to being able to pinpoint the talent you have and knowing what you need to do to develop it. Gathering accurate information about staff is vital to developing the talent intelligence you need to support your wider goals. Up-to-date information on all aspects of the workforce's experience, ambitions and performance levels should be captured as part of daily management tasks.

One of the best ways to increase employee engagement and retention is to improve an individual's satisfaction with development opportunities in an organization. In additional to an individual's pay and benefits, developing new skills is viewed as a very important benefit for most employees.

Benefits of Utilizing the 5 Principles

A work environment that Develops Others:
- Explains the relationships between your personal presence and your ability to influence people and situations
- Recognizes how specific behaviors increase or decrease an influential presence
- Takes steps to authentically interact with others in a more influential manner
- Engages and motivates work teams
- Reduced absenteeism and employee turnover

Course Objectives

At the completion of this module participants will increase their ability to:
- Describe the role of a manager in developing others
- Explain how developing others can benefit everyone: those being developed, the manager, and the overall organization
- Recognize the challenges faced in developing others
- Identify opportunities to develop the skills and capabilities of others
- Demonstrate a set of key actions for developing others
- Demonstrate a variety of listening and asking techniques that will help others feel confident in their own decisions
- Conduct focused development conversations that result in professional development and growth.

Key Topics Covered

This course explores the following subjects in depth:
- Benefits of developing others in your team
- 6 Key Actions for developing others
- Identifying and confirming opportunities to develop team members
- Effective listening and asking techniques
- Planning for a development conversation
- Practicing developing others
- Planning for the future when developing other team members

What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards