

The Leadership Series

Component: *Everyone A Leader*

Emphasis: Leadership and interpersonal skills

Length: Two days (may be delivered in four one-half day sessions)

Learning Objectives:

1. Be aware of your leadership style and its impact on others
2. Understand the power in personal accountability and its role in leadership
3. Understand and effectively use the fundamentals of interpersonal communication
4. Understand and effectively use the fundamentals of leadership

Part One: Temperament (Personality)

- Measuring the participant's temperament ("People Styles" inventory administered)
- Related behaviors (conflict management modes, risk tolerance, decision-making preferences)
- Temperament's impact on others
- Practical Applications

Part Two: Interpersonal Communications

- Designing clear, concise messages (memos, e-mail use, etc.)
- Negative and "trigger" words
- Closing the feedback loop
- Assertiveness (an assertiveness script)
- Effective listening (the different levels and when to use each one)
- De-escalation techniques (anger management)
- Non-verbal communication (practical application)
- Barriers to communication (diversity, generational stressors, gender differences)

Part Three: Leadership

- Management and leadership: the difference
- Leading by example (personal accountability, role modeling)
- Problems with favoritism
- Focusing on behavior rather than attitude or personality
- Recognizing defensive side tracks used by workers
- Tying worker self-esteem to performance: how to do it
- The trust factor
- Self management (goal setting, personal development, etc.)
- Character and leadership

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