Learnsoft
ENTERPRISE TRAINING

BEST Leadership

Length: 1 Day

Summary: *Leadership Skill Development*: Good leaders have always been expected to be able to solve new problems, capitalize on new opportunities and navigate through the ever-changing landscape of business. Leadership is a complex process by which the leader influences others to perform and achieve. The leadership attributes – belief, values, ethics, character, knowledge and skills – are all traits, which can be learned. This course provides the basis for understanding what leadership is and what leaders do to be successful.

COURSE CONTENT

MODULE 1: INTRODUCTION & OBJECTIVES

- Program Objective
- Maximum Impact, Minimal Time
- Skills To Maximize Your Team

MODULE 2: FUNDAMENTALS

- **THE TARGET –** How Are We Doing?
- Leadership And Communication
- Barriers To Communications
- Identifying The Root Causes Of Performance Problems
- Tips For Maintaining A Clear, Open Communication Channel With A Problem Worker

MODULE 3: UNDERSTANDING

- First Skill – Understanding
  - Problem Solving Steps
  - Where Is The Difficult Employee

MODULE 4: GETTING THE JOB DONE

- Second Skill – Leading
  - Authority Vs. Responsibility
  - Delegation And Acceptance
  - Roles And Relationships
- The Art Of Listening
- Developing The Difficult Employee
- Leadership And Team Building
- Leader As A Facilitator, Mediator And Negotiator

MODULE 5: APPLICATION EXERCISES

- Application For You And Your Team

MODULE 6: NEXT STEPS