

# Leadership and Management Skills for Non-Managers

**Prerequisites:** None

**Length:** One Day

**Summary:** In this course, you will be able to do the following:

- Handle responsibility, and act with authority
- Use effective communication techniques to improve results
- Identify opportunities to enhance cooperation among your colleagues
- Manage the day-to-day challenges of leading a team
- Use effective strategies for organizing projects and negotiating resources
- Apply problem-solving and decision-making skills to accomplish tasks
- Understand your organization's structure and how it functions
- Assess your organization's ability to be flexible and open to ideas
- Create and implement change in your organization

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## Course Content

### WHEN AND HOW TO ACT WITH AUTHORITY

### ESTABLISHING RAPPORT AND CULTIVATING INFLUENCE

### ACHIEVING TRUST AND BUILDING RELATIONSHIPS

### PLANNING AND ORGANIZING PROJECTS AND RESOURCES

### BUILDING AND LEADING A TEAM

### SOLVING PROBLEMS AND MAKING DECISIONS

### IMPLEMENTING CHANGE SUCCESSFULLY

### ASSESSING YOURSELF AS A LEADER

- Assess Your Leadership Characteristics
- Assess How Others See Your Leadership
- Assess Your Environment

### ESTABLISHING YOUR LEADERSHIP DEVELOPMENT PLAN

- Identify Your Destination
  - Establish Your Road Map
  - Build a Leadership Development Plan
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