

## Leadership Training for Non-Supervisors

**Length:** 3 Days

**How You Will Benefit:**

- Develop interpersonal skills that help you communicate, listen and handle conflicts.
- Become more effective at influencing others.
- Accomplish goals and control outcomes when dealing with staff, peers, management and other departments.
- Learn how to work with groups and teams to solve problems and accomplish projects.
- Hold performance discussions that result in changed behavior and enhanced productivity.
- Analyze your own style of behavior and recognize your strengths/weaknesses

**What You Will Cover:**

- How to empower yourself and your staff
- What leadership is from the supervisor's point of view
- How to build credibility and trust
- Analyzing effective listening processes and skills
- Learning participative leader skills and techniques
- Coaching, mentoring and how to give constructive feedback
- Decision-making tools for effective leadership
- How to apply problem solving techniques to solve actual problems
- Teams vs. work groups: learning to lead and build personal effectiveness

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## COURSE CONTENT

### LEADERSHIP

- Identify the difference between managers and leaders
- Examine your own leadership capability
- Identify how leaders build credibility and trust
- Explore the forces encouraging leadership and the constraints working against leadership for supervisors

### INTERPERSONAL SKILLS

- Identify behaviors and discuss how each is helpful and/or distracting when communicating
- Analyze effective listening processes and skills
- Practice questioning skills to learn how to ask effective questions and what are the effects of being questioned
- Role-play management situations to demonstrate participative leader skills and analyze their effect on others

### COACHING AND MENTORING

- Understanding yourself and others
- List the elements of effective feedback
- Describe the coaching discussion and its format
- Practice coaching and mentoring in role plays with your actual employee or team member situations

### DECISION-MAKING TOOLS FOR LEADING

- Discuss methods of brainstorming and describe the advantages of each
- Discuss the effects of organizations on creativity
- List the steps in problem solving
- Apply problem-solving principles and techniques to solve actual problems from the job

## LEARNING TO LEAD GROUPS AND TEAMS

- Learn the difference between teams versus work groups
- Get insight on your own team building and personal effectiveness
- Practice group skills in exercises that develop teamwork
- Discuss the role of a group or team leader and practice facilitation skills in the group exercises
- Discover what needs to happen before groups become teams