

Leadership Skills

Conflict Resolution and Emotional Intelligence

Length: 3 Days

COURSE CONTENT

DAY 1:

LEADERSHIP APPROACHES

- Identifying the actions of successful leaders
- Defining high-performing, winning teams
- Embracing situational vs. positional leadership behavior

COMMUNICATING EFFECTIVELY AS A LEADER

- Understand the dynamics of workplace communications
- Communicates expectations & goals clearly
- Seeks feedback from others
- Gives positive feedback and praise when appropriate
- Adjusts the assertiveness of the communication to the situation

ACTIVELY LEADING

- Understands expectations for responsibility and accountability
- Makes effective workplace decisions
- Improves individual and group performance
- Builds a teamwork environment
- Manages time and priorities

COACHING FOR IMPROVED PERFORMANCE

- Helps people achieve goals
- Uses coaching techniques effectively

DAY 2:

CONFLICT RESOLUTION

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process
- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

HANDLING CONFLICT SKILLFULLY

- Leads by example during times of conflict and stress
- Understands the various types of workplace conflicts
- Handles the conflict situation skillfully
- Anticipates and plans for conflict before it happens

CREATING AN EFFECTIVE ATMOSPHERE

- Neutralizing Emotions
- Setting Ground Rules

CREATING MUTUAL UNDERSTANDING

- What Do I Want?
- What Do They Want?
- What Do We Want?

FOCUSING ON INDIVIDUAL NEEDS

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

GETTING TO THE ROOT CAUSE

- Examining Root Causes
- Looking at Cause and Effect
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

GENERATING OPTIONS

- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

BUILDING A SOLUTION

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

DAY 3:

EMOTIONAL INTELLIGENCE

- Emotional Intelligence in the Workplace

PARTICIPANT CHALLENGES AND GOALS (EI)

THE FIVE COMPETENCIES OF EMOTIONAL INTELLIGENCE

- Self-Awareness
- Self-Regulation
- Self-Motivation
- Empathy
- Effective Relationships

OUTCOME THINKING (EI)

DEALING WITH INDIVIDUAL CHALLENGES (EI)

ACTION PLANS (EI)