

Leadership and Management Skills for Non-Supervisors

Length: 1 Day

Summary: Upon completion of this course, attendees will have learned how 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
- 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

COURSE CONTENT

1: LEADERSHIP SKILLS

- Leadership Characteristics and Qualities
- Definition of Leadership
- Facilitation of Leadership Skills
- Leadership vs. Management
- Role of Communication

2: DECISION MAKING AND PROBLEM SOLVING

- Decision Making Skills
- Effective thinking and decision making
- Imagination
- Conceptual thinking
- Intuition
- Creativity and out-of-box thinking
- The concept of value in decision making
- Applying Creativity to Problem Solving and Decision Making

3: TEAM DYNAMIC ROLES

- Building Relationships
- Working in Teams
- Self-Awareness and Feedback
- Self-Control and Flexibility
- Self-Development and Organization Awareness

4: COMMUNICATION

- Common Communicational issues
- Active listening skills
- Effective speaking skills

5: HOW TO MANAGE CHANGE

- Management Change
- Benefits of Change
- Keep up with Change