

Leadership and Management Skills for Non-Supervisors

Length: ½ Day

Summary: You do not need a title to be a leader. No matter their role, successful leaders use communication, emotional intelligence, and accountability to achieve work and further the interests of the organization. Learn the qualities and behaviors of effective leaders. This course will help you expand your leadership and management capabilities and recognize opportunities for growth at your organization.

COURSE CONTENT

1: LEADERSHIP SKILLS

- Leadership Characteristics and Qualities
- Definition of Leadership
- Leadership vs. Management

2: DECISION MAKING AND PROBLEM SOLVING

- Decision Making Skills
- Effective thinking and decision making
- The concept of value in decision making
- Applying Creativity to Problem Solving and Decision Making

3: TEAM DYNAMIC ROLES

- Building Relationships
- Working in Teams

4: COMMUNICATION

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

5: HOW TO MANAGE CHANGE

- Benefits of Change