

MANAGEMENT AND LEADERSHIP SKILLS



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ABOUT THE COURSE

This 1-day management and leadership class is ideal for trainees who are new to leadership positions, or existing managers who need to get more out of their team members. Topics include leading by example, managing teams effectively, improving communication, conflict resolution, and delegation.

UPON SUCCESSFUL COMPLETION OF THIS COURSE TRAINEES WILL BE ABLE TO:

- ➔ Deliver constructive feedback
- ➔ Develop a confident, professional leadership style
- ➔ Supervise former co-workers or friends
- ➔ Communicate clear instructions to employees
- ➔ Manage employee confrontations
- ➔ Establish credibility quickly
- ➔ Conduct effective performance appraisals
- ➔ Develop techniques to conduct more effective job interviews
- ➔ Manage a variety of attitude problems
- ➔ Use active listening techniques to really hear employees
- ➔ Use effective Delegation Techniques
- ➔ Develop a Personal Action Plan
- ➔ Build a high-performance team



DETAILED OUTLINE

- ➔ Deliver constructive feedback that produces positive change, not resentment or anger.
- ➔ Strategies for curbing absenteeism and tardiness.
- ➔ Turn chronic complainers into satisfied employees.
- ➔ Develop a confident, professional leadership style.
- ➔ Supervise former coworkers or friends without hassles or stress.
- ➔ Save hours each week by avoiding classic timewasters that wreck a supervisor's schedule.
- ➔ Communicate clear instructions that employees will immediately understand.
- ➔ Manage employee confrontations in a calm and professional manner.
- ➔ Maintain respect and compliance for rules while still remaining friendly with the staff.
- ➔ Establish credibility quickly and earn the respect of those up and down the ladder.
- ➔ Conduct effective performance appraisals that result in improved employee performance.
- ➔ Techniques to conduct more effective job interviews.
- ➔ Understand why good employees quit and how you can reduce turnover.
- ➔ Present and implement needed changes in a way that employees will more likely embrace.



Carol was WONDERFUL! She provided great information in a concise and meaningful way and was genuinely interested in the topic. I learned SO MUCH more than I anticipated and I know that the information I learned today will help me build the skill set I need to be successful in my career.

Denise Pichon - LA County DCFS



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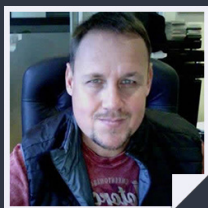
- ➔ Manage a variety of attitude problems.
- ➔ Speak up powerfully and confidently in meetings.
- ➔ Use active-listening techniques to really hear what employees are telling you.
- ➔ Develop a Personal Action Plan for one year and five years.
- ➔ Increase your visibility within your organization to enhance promotion opportunities.
- ➔ Create a work environment where employees feel free to express ideas.
- ➔ Resolve conflicts and disagreements.
- ➔ Build a high-performance team that's the envy of your organization.
- ➔ Grow into a respected leader eagerly followed by employees.



GREAT COURSE! The teacher was amazing and the examples were very relatable and understandable! I am very appreciative of this learning experience and will recommend this course to anyone! Thank you so much for this opportunity!

Kendrick Jones - Charles R. Drew

MESSAGE FROM THE CEO



William J Gee (aka Billy)

Productivity and Communication Specialist

Our Business Leadership class is my favorite business skills class that we offer. The curriculum was developed internally and includes so many useful skills for any new or even existing business leader/ manager to acquire, so that he or she can really boost the performance of their team.