

EFFECTIVE LEADERSHIP DEVELOPMENT™

Developing the leadership within your organization

- Learn the art of delegation and how to exercise authority effectively
- Get more done through time management
- Handle and prevent problems with people
- Train, motivate and develop people to a higher level of productivity

ONE: Successful Leaders are Made - Not Born

Building on the Base of Success
 The Slight Edge®
 The Purpose of Leadership Development
 The Definition of Success

FIVE: Effective Communication is a Leadership Essential

Communication Really is a “Two-Way Street”
 Communicators Are Made Not Born
 Understanding Yourself
 What Motivates People
 Attitudes for Improving Communication Skills
 The True Value of Downward Communication
 Upward Communication Is a Win-Win

TWO: Improving Results Through Better Time Management

The Value of Time
 Managing Your Time
 Managing the Time of Others
 Maximizing Time Use
 The Benefits of Time Management

SIX: Motivating People to Produce

Understanding Motivation
 Traditional Methods of Motivation
 Attitude Motivation
 Using the Power of Informal Groups
 Developing a Motivation Plan

THREE: Exercising Authority Effectively

The Source of Authority
 A Positive Approach to Discipline
 Planning, Preparing, and Preventing
 Accountability
 Taking Corrective Action
 “Tell Me About It” Coaching Process
 Handling More Serious Problems

SEVEN: Preventing and Solving Problems

Opportunity in Every Difficulty
 An Ounce of Prevention
 Attitudes for Problem Prevention
 Defining the Problem
 Separating Organizational and Personal Problems
 Productive Handling of Problems Involving
 People
 Dealing with Irrational Behavior

FOUR: The Art of Delegation

What is Effective Delegation?
 Attitudes for Delegation
 Levels of Delegation
 Feedback on Performance
 Upward Delegation

EIGHT: Developing People’s Potential

The Key to Increased Productivity
 Training and Developing the Right People
 The Benefits of Training and Developing People
 Principles of Learning
 The Development and Training Process
 Your Attitude Toward Training and Development
 The Manager and the Bottom Line

EFFECTIVE PERSONAL PRODUCTIVITY

Create a high performance organization

- Communicate more effectively
- Thrive in a learning environment
- Become a team player
- Set goals and achieve results
- Deal with interruptions
- Increase productivity through controlling priorities
- Evaluate attitudes and make productive behavioral changes

ONE: The Nature of Productivity

What is Productivity?

The Key Resource for Increasing Productivity

Attitudes Toward Planning and Goal Setting

Attitudes Toward Other People

Attitudes Toward External Circumstances

Attitudes Toward Practices and Procedures

Attitudes Toward Yourself

Identifying and Using High Payoff Activities

Establishing a Base Line for Productivity

The Rewards of Improving Productivity

FOUR: Improving Productivity Through Communication

Time for Communicating

Empathy in Communication

Clarifying with Effective Questions

Listening for the Total Message

Tips for Speed Reading

Writing for Maximum Impact

Using Technology Efficiently and Effectively

Communicating with Groups

TWO: Goals Achievement Through Time Management

Your Self-Image

Personal and Organizational Goals

How the Goal-Setting Process Works

The Power of Written Goals

Finding Time for Planning and Goal Setting

Tracking and Feedback

Putting Affirmation and Visualization into Practice

FIVE: Empowering the Team

The Empowerment Imperative

The Benefits of Empowerment

The Time of a Leader

Attitudes - The Heart of Empowerment and Delegation

Developing Team Players Through Delegation

Levels of Delegation

Communication and Delegation

THREE: Increasing Productivity Through Controlling Priorities

Setting Priorities in All Areas of Life

Dealing with Interruptions

Coping with Emergencies

Calendar / Commitment Book

Drop-in Visitors

Handling Paper Flow

Efficient Work Areas

Managing Communications

Saying "No"

SIX: Increasing Productivity of the Team

Sharing and Communicating Goals

Creating a Learning Environment

Developing and Coaching Self-Directed Work Teams

Positive Expectancy

Developing People

Efficient Procedures

Productive Meeting Strategies

Celebrating Your Success

The Productivity Challenge

EFFECTIVE TEAM DEVELOPMENT

Building A Winning Team

ONE: Your Potential For Personal Leadership

Building On Current Strengths
The Rewards of Leadership
Your Untapped Potential
Self Image
Self Motivation
Goal Direction

FOUR: Improving Productivity Through Communication

Time for Communicating
Empathy in Communication
Clarifying with Effective Questions
Listening for the Total Message
Tips for Speed Reading
Writing for Maximum Impact
Communicating with Groups

TWO: Motivation Through Attitudes and Habits

Satisfying Needs
The Exchange System
Traditional Approaches to Motivation
Motivation Through Attitudes and Habits
Altering Attitudes and Habits
Dealing with Demotivators

FIVE: Increasing Productivity of the Team

Sharing and Communicating Goals
Creating a Learning Environment
Developing and Coaching Self-Directed Work Teams
Positive Expectancy
Strategies and Methods for Training
Efficient Procedures
Productive Meeting Strategies
Celebrating Your Success
The Productivity Challenge

THREE: Building A Winning Team

Building A Winning Team
The Slight Edge
Personal Rewards
The Team Environment Wheel