



The Leadership Journey
Course List

Business Training Experts
1-800-541-7872
www.BusinessTrainingExperts.com

Ten Core Leadership Skills in *The Leadership Journey*

The Leadership Journey is an in-house leadership training program for team leaders, supervisors, and managers. Instead of a onetime training event, we offer a series of short, bite-sized courses focused on developing 10 core leadership skills.

- 1. Accountability & Taking Ownership**
- 2. Change Management**
- 3. Coaching & Mentoring**
- 4. Communication**
- 5. Conflict Resolution**
- 6. Empowerment**
- 7. Motivation & Attitude Improvement**
- 8. Professionalism**
- 9. Relationship Building**
- 10. Teamwork**

(The competencies appear in alphabetical order.)

Sample Courses Available Online:
www.BusinessTrainingExperts.com

The Leadership Journey

1. First Things First: Building Key Leadership Skills

Whether you're an experienced leader or new to your leadership role, your main challenge lies in figuring out where to apply your efforts and your time. In this course you will learn:

- The significant difference between an individual and a leadership role.
- Why having high expectations of your employees is a vital leadership skill.
- The importance of being prepared to make decisions and take action.
- How calculated risks drive organizational performance.

2. Six Fundamental Characteristics of the Best Workplace Leaders

Gain the most traction, in the least amount of time, by assessing and improving your leadership skills. In this course you will learn:

- The six leadership characteristics most valued by followers.
- How to encourage your followers to be candid and truthful with you.
- A simple process to ensure a continuous flow of ideas from your followers.
- How a leader's ability to listen well is crucial to improving performance.

3. Giving Crystal-Clear Instructions That Result in Action Without Any Misunderstanding

Have you ever given an employee what you thought was a crystal-clear instruction only to discover later on that they didn't quite get it? In this course you will learn:

- A simple five-step method for giving clear directions.
- How to ensure your employees take action – the first time you ask.
- Why two-way dialog is critical in achieving a successful outcome.
- One powerful way to confirm understanding, even with your most challenging employees.

4. How to Hold Employees Accountable for Their Performance

Employees must be held accountable for their work in order for departments and organizations to perform at their best. In this course you will learn:

- A six-step accountability model.
- How to clarify and clearly communicate your expectations.
- How to find time to hold your employees accountable.
- To create a culture of accountability and personal responsibility.

5. Key Listening Strategies for Leaders

Good leaders develop good listening habits that support empowerment, change, and initiative among team members. In this course you will learn:

- What it takes to listen well.
- How to use powerful words that will unlock your listening potential.
- To use open-ended questions and positive comments to encourage dialogue.
- How a leader's careful listening can foster innovative thinking.

6. How to Handle Troubled Employees: Identify Them and Prevent Trouble Before It Starts

All leaders find they must deal with troubled employees now and then - responsible leaders prepare for the inevitable situation by learning when to be concerned and how to intervene. In this course you will learn:

- How to recognize the common signs of a troubled employee.
- Three ways to respond to and help troubled employees.
- Five tips to prevent troubling situations.
- How to encourage open communication.

7. Effective Interpersonal Communication Skills for Leaders

A leader's success depends on their ability to develop strong interpersonal relationships and to influence others. In this course you will learn:

- How to think about and present ideas from the other person's perspective.
- How to give constructive negative feedback in a way that boosts morale.
- Two proven methods for positively influencing others.
- To avoid one word that has the power to erase all the positive feedback you have given.

8. Attitude Adjustment Strategies that Turn Setbacks into Opportunities

Effective leaders watch for opportunities for constructive action that sometimes appear in the midst of adversity. In this course you will learn:

- To respond to adversity with positive thinking and positive actions.
- Specific questions to ask yourself to stop negative thinking.
- Three strategies for becoming an optimistic thinker.
- What to do in the face of any adversity.

9. Building Trust and Respect: How to Earn the Right to Speak and be Heard

We all listen more closely to people we respect, and we trust those we believe have our best interest at heart. In this course you will learn:

- What it takes to earn the trust and respect of others.
- How to be consistent in your words and actions.
- Why trust and integrity are so important to organizational and team effectiveness.
- How to be the type of leader people will listen to and follow.

10. How to Give Feedback Without Causing Defensiveness

Leaders are expected to provide feedback to employees and coworkers in a way that it is clearly understood, preserves healthy working relationships, and sets the stage for future positive interactions. In this course you will learn:

- What prevents people from listening to criticism and how you can help.
- A five-step approach to giving constructive feedback that result in positive behavior change.
- An easy language tool that helps your tone be empathetic and respectful, yet direct and assertive.
- To use specific words that cause openness instead of defensiveness.

11. Build Accountability and Trust with Positive Confrontations

Every leader should be able to shift a potentially negative confrontation into a future-focused problem-solving dialogue. In this course you will learn:

- Eight steps to turn confrontations into receptive conversations.
- Four essential messages in positively-scripted feedback.
- Follow-up strategies that ensure accountability and improve trust.
- How to tell if you are the problem.

12. Twenty-One Career Accelerators

You reveal a lot about your character and abilities to coworkers and superiors by the way you conduct yourself throughout the day. In this course you will learn:

- How to communicate more effectively and with authority.
- The "magic" that results from doing more than is expected.
- How to increase the likelihood that you will appear on the short list of candidates considered for future opportunities.
- How to develop productive habits that will improve your effectiveness.