



EFFECTIVE LEADERSHIP DEVELOPMENT® Program Outline

INTRODUCTION / KICKOFF

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

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

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

FOUR: The Art of Delegation

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

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

SIX: Motivating People to Produce

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



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

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