

Leadership Development

Level 1: Limited Experience

Each module is 4-5 hours in duration and can be delivered individually or in combinations to fit your needs.

Our Leadership Modules are rooted in the understanding that leadership is a relationship. And it is through that relationship that a leader is able to execute on a plan that delivers results, engages people, and creates an environment of inclusion, innovation, and success.

We use a highly-interactive and challenging approach to help participants get a greater understanding of the critical aspects of leadership and go beyond theory and cliché to bring a new perspective and more effective use of the material.

HEAR WHAT PEOPLE ARE SAYING ABOUT US:

"This Program is a game-changer and we are barely out of the gate!"

- A. Hathaway, BCF Extrusion Manager, Shaw Industries

**Participants take an Everything DiSC® assessment as part of this Module.*



The Fusion of Leadership and HR™

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MODULE 1

YOU'RE A SUPERVISOR, NOW WHAT?

- Leadership and supervision compared
- Transitioning from peer to supervisor
 - Changes for you and your former peers
- The tools of supervision
 - Building relationships
 - Understanding authority, responsibility and accountability
 - Levels of authority
 - Making decisions and solving problems
- Decision-making
- Managing time and tasks

MODULE 2

BUILDING WORK PLACE RELATIONSHIPS

- The five components of relationships
- Communication
 - Verbal, para-verbal and non-verbal components
 - Active listening
- Styles of communications
 - Reading styles with words, tone and body language
 - Adjusting to more effective work with styles
 - Motivation, stressors and priorities of styles
- Introduction change

MODULE 3

SETTING GOALS AND EXPECTATIONS

- Understanding the two parts of everyone's job
- SMART factors in effective goal setting
- Defining behavioral expectations
- Using goals to motivate and effectively delegate

MODULE 4

EFFECTIVE FEEDBACK

- Using SBI to frame your message
- Delivering motivating re-directive feedback
- A four-step process that works in every situation
- Meaning positive reinforcement

MODULE 5

PRODUCTIVE CONFLICT IS A GOOD THING

- Why do I do this? Why do they do that?
- Understanding priorities and behaviors in conflict
 - Generational differences and the sources of stereotypes
- The amygdala vs the frontal lobe: Your reaction to conflict
- Connecting automatic thoughts to destructive behaviors & reactions
- Re-framing thoughts to a productive nature
- Conflict resolution with employees