

LEADERSHIP

2 Month Program Outline

2 Days per Visit

- LEADERSHIP DEFINED
 - 10 daily habits

- NEGATIVITY DEFINED
 - 5 causes of negativity

- 11 THINGS EMPLOYEES WANT
 - Leadership defined

- 5 LEADERSHIP ESSENTIALS
 - Influence others
 - Leadership is a verb
 - Create change and facilitate growth
 - Deal with other's dynamics
 - Advance others

- WINNERS VS LOSERS
 - Characteristics of a winner
 - Characteristics of a loser
 - How it affects leadership
 - The leader

- 3 TYPES OF SUPERVISORS
 - Boss
 - Manager
 - Leader

- 4 IMPORTANT THINGS TO KNOW
 - Earn the status of a leader
 - Maintain the traits of a boss and manager
 - When you change jobs
 - Permission to lead

- QUALITIES OF A STRONG LEADER
 - What to do different
 - The truth behind the insignia rank

- HOW LEADERS HARM AN ORGANIZATION
 - Are you harming your organization
 - The inverted triangle

- 6 WAYS LEADERS EARN RESPECT

- WHAT YOU CANNOT BUY AS A LEADER
 - Virtue of loyalty
 - Eternal effect of devotion
 - Long-term effect of dedication
 - No substitute for commitment
 - Quotes to ponder
 - Why quotes matter
 - How it affects your mindset

- YOUR LEADERSHIP MISSION
 - What it is
 - Leadership defined

- SIGNS OF STRESS
 - Cognitive signs
 - Physical signs
 - Causes of stress
 - Physical ailments
 - Rules to minimize stress

- COACHING
 - Coaching defined

- MENTOR DEFINED
 - Advisor
 - Expert
 - Who are you

- #1 RESPONSIBILITY
 - Effects of failed responsibility
 - Why coaching is important
 - 6-point checklist
 - Who not to coach

- 3 THINGS EVERY SUCCESSFUL COACH NEEDS
 - Aptitude
 - Attitude
 - Resources

- RULES FOR COACHING
 - Discerning strengths & weaknesses
 - Difference between talent and skill

- CHARACTERISTICS OF AN EXCEPTIONAL COACH
 - Personal investment clause
 - Best places to coach

- ELEMENTS FOR EFFECTIVE COACHING
 - Tone
 - Body language
 - Ask the right questions
 - Make the right statements

- GUIDELINES FOR COACHING
 - Open-ended questions
 - Resist giving advice
 - Short & simple rule
 - Forward thinking
 - Questions & answers

- THE ART OF LISTENING
 - What listening accomplishes
 - 4 main things to listen for
 - 2 fundamental things people want

- EXAMPLES OF COACHING
 - Employee initiated
 - One-on-one coaching defined
 - Importance of one-on-one coaching
 - Goals of one-on-one coaching
 - Leader's role

- ONE-ON-ONE COACHING
 - Beginning of the month agenda
 - Middle of the month agenda
 - End of the month agenda

- TYPES OF ONE-ON-ONE COACHING
 - Daily
 - Forecast
 - Achievement

- THE UNCOACHABLE PERSON
 - Characteristics of this person
 - 5 Car Freddy
 - Questions to ask
 - 4 goals to coaching
 - Five C's to help

- TIPS ON NEGATIVE FEEDBACK
 - 7-point checklist
 - Empathy

- ACTIVE LISTENING
 - Pay attention
 - Listen
 - Provide relevant feedback
 - Defer judgement
 - Respond appropriately
 - 4 "Nevers"

- LOST ART OF DELEGATION
 - Importance of delegation
 - Basics of delegation
 - 10 Best practices
 - 8-point checklist

- CONSEQUENCES OF POOR DELEGATION
 - Harming your organization
 - Egg-Shell environment

- FINAL THOUGHTS ON LEADERSHIP
 - Additional elements
 - Self-examination
 - Fire yourself