

## PATHWAYS TO SUCCESSFUL LEADERSHIP

MODULE DESCRIPTIONS	KEY COMPETENCIES	WORKPLACE APPLICATIONS
<p style="text-align: center;"><b>MODULE 1</b></p> <p><b>Self-Management/Awareness</b> Is essential... awareness of the impact of your emotions and motivation on your behavior and the environment you create as a leader.</p>	<ul style="list-style-type: none"> <li>• Self-Awareness</li> <li>• Personal Responsibility</li> <li>• Managing Work Expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Take direct reports through expectations Profile</li> <li>• Initiate open discussion about expectations</li> </ul>
<p style="text-align: center;"><b>MODULE 2</b></p> <p><b>Interpersonal Skills</b> Trust is the foundation of productive work relationships. To develop trust, managers need to develop the mentoring skills of giving and receiving feedback, counseling and coaching.</p>	<ul style="list-style-type: none"> <li>• Building Trust</li> <li>• Coaching &amp; Counseling Skills</li> <li>• Managing Change</li> </ul>	<ul style="list-style-type: none"> <li>• Take direct reports through DiSC Profile</li> <li>• Apply coaching and counseling skills</li> <li>• Use Mentoring Action Planner</li> </ul>
<p style="text-align: center;"><b>MODULE 3</b></p> <p><b>Performance Management</b> Learn to use three stages of Diagnosing Performance Problems and the Mentoring Guide to identify the most appropriate strategy, and then apply Mentoring skills to daily interventions as well as annual review meetings.</p>	<ul style="list-style-type: none"> <li>• Performing Under Pressure</li> <li>• Diagnosing Performance Problems</li> <li>• Conduct Review Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Take direct reports through Coping &amp; Stress Profile</li> <li>• Use Mentoring Guide to identify performance gaps</li> <li>• Use coaching and counseling skills</li> </ul>
<p style="text-align: center;"><b>MODULE 4</b></p> <p><b>Innovation</b> Identify the Innovation Styles of all members of your team, then show them how to apply the Z-Process to develop more innovative products, services and processes, and respond to change more creatively.</p>	<ul style="list-style-type: none"> <li>• Identifying Innovation Styles</li> <li>• Using the Innovation Process</li> </ul>	<ul style="list-style-type: none"> <li>• Use Innovation Profile with direct reports</li> <li>• Implement Innovation Process</li> </ul>
<p style="text-align: center;"><b>MODULE 5</b></p> <p><b>Leadership 1 and Leadership 2</b> Leadership is an act, not a role! All members of your team can be focused on continuous improvement by applying the Leadership Process to increase their contribution and the team's overall results.</p>	<ul style="list-style-type: none"> <li>• Understanding Leadership as an Act, not a Role</li> <li>• Developing Leadership in Others</li> </ul>	<ul style="list-style-type: none"> <li>• Take team members through Leadership Profile</li> <li>• Introduce continuous improvement Process</li> </ul>
<p style="text-align: center;"><b>MODULE 6</b></p> <p><b>Presentation Skills</b> Effective presentation skills are critical to success. Every leader and manager needs clear presentation skills in order to convince, convey and persuade staff and get the job done.</p>	<ul style="list-style-type: none"> <li>• Writing an Organized Speech</li> <li>• Oral Presentation Methods</li> <li>• Using Presentation Technology</li> <li>• Define elements of effective presentations</li> </ul>	<ul style="list-style-type: none"> <li>• Design and deliver presentations that achieve desired results</li> <li>• Delight, inform and educate audiences</li> </ul>
<p style="text-align: center;"><b>MODULE 7</b></p> <p><b>Customer Service</b> All employees and leaders need to identify their internal and external customers and learn how to effectively manage customer relationships.</p>	<ul style="list-style-type: none"> <li>• Identify Internal and External Customers</li> <li>• Identify Personal Communication Style</li> <li>• Determine how to Better Interact with Customers Who Are Different Styles</li> <li>• Effectively Resolve Conflict</li> <li>• Improve Customer Relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of who customers are and what they want</li> <li>• Develop performance plan</li> <li>• Adjust style to improve customer relationships</li> <li>• Develop collaborative relationships</li> </ul>