

REGIONAL WORKFORCE LEADERSHIP TRAINING

Leadership 1 Course Outline

I. LEADING PEOPLE

A. LEADERSHIP OVERVIEW

B. EVOLUTION OF LEADERSHIP

1. DEFINING LEADERSHIP
2. CHARACTERISTICS OF A LEADER
3. LEADERSHIP PRINCIPLES
4. A BRIEF HISTORY OF LEADERSHIP

C. ROLES AND RESPONSIBILITIES

1. MOTIVATOR
2. LEADER
3. EVALUATOR
4. COMMUNICATOR

D. SITUATIONAL LEADERSHIP

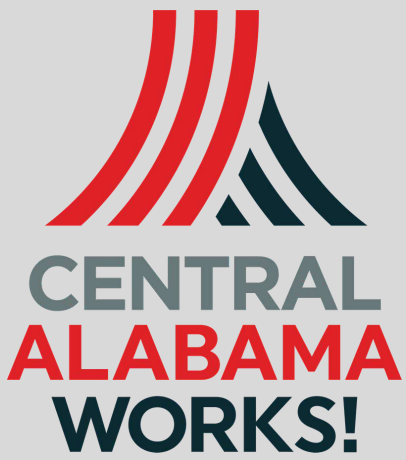
1. TELLING
2. SELLING
3. PARTICIPATING
4. DELEGATING

E. AN INTRODUCTION TO KOUZES AND POSNER

1. MODEL THE WAY
2. INSPIRE A SHARED VISION
3. CHALLENGE THE PROCESS
4. ENABLE OTHERS TO ACT
5. ENCOURAGE THE HEART

F. DEVELOPING YOUR LEADERSHIP ABILITIES

1. CREATING AN ACTION PLAN
2. THE CIRCLE OF INFLUENCE
3. THINKING OUTSIDE THE BOX
4. DEVELOPING YOUR INNER INNOVATOR
5. THE PARETO PRINCIPLE
6. ENCOURAGING GROWTH IN OTHERS
7. EMPOWERMENT
8. CREATING MUTUAL RESPECT
9. THE IMPORTANCE OF TRUST
10. SHARING REWARDS
11. CELEBRATING ACCOMPLISHMENTS
12. MAKING CELEBRATION PART OF YOUR CULTURE
13. CREATING AN IMPACT



REGIONAL WORKFORCE LEADERSHIP TRAINING

Leadership 1 Course Outline

G. SETTING GOALS

1. SETTING SMART GOALS
2. CREATING A SUPPORT SYSTEM

II. COMMUNICATION

A. WHAT IS COMMUNICATION?

B. HOW DO WE COMMUNICATE?

C. OTHERS FACTORS IN COMMUNICATION

D. UNDERSTANDING COMMUNICATION BARRIERS

E. PARAVERBAL COMMUNICATION SKILLS

1. PITCH
2. TONE
3. SPEED

F. NON-VERBAL COMMUNICATION

1. ALL ABOUT BODY LANGUAGE
2. INTERPRETING GESTURES

G. LISTENING SKILLS

1. ABOUT ACTIVE LISTENING
2. BECOMING AN ACTIVE LISTENER
3. SENDING GOOD SIGNALS TO OTHERS

H. ASKING GOOD QUESTIONS

1. OPEN
2. CLOSED
3. PROBING/CLARIFYING

I. USING "I MESSAGES"

J. AVOID VAGUE WORDS

K. WRITTEN COMMUNICATION

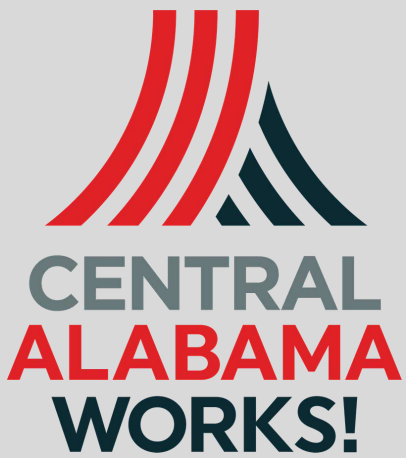
1. SPELLING
2. GRAMMAR
3. WRITING E-MAILS
4. GRAMMAR AND ACRONYMS

L. UNDERSTANDING YOUR COMMUNICATION STYLE

III. TEAMWORK

A. WHAT IS A TEAM?

1. TEAMWORK ADVANTAGES
2. TEAMWORK DISADVANTAGES



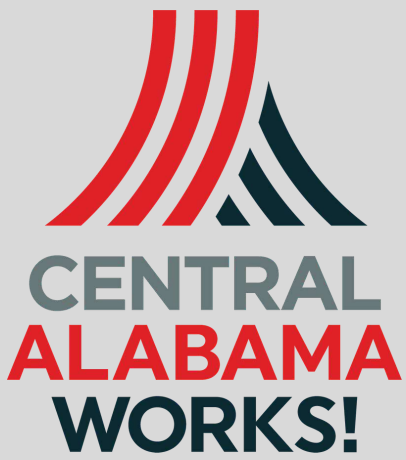
REGIONAL WORKFORCE LEADERSHIP TRAINING

Leadership 1 Course Outline

- 3. TEAMS
- 4. GROUND RULES
- B. TYPES OF TEAMS
 - 1. TRADITIONAL
 - 2. SELF-DIRECTED
 - 3. E-TEAMS
- C. STAGES OF TEAM DEVELOPMENT
 - 1. FORMING
 - 2. STORMING
 - 3. NORMING
 - 4. PERFORMING
- D. SUCCESSFUL MEETINGS
 - 1. MAKING THE MOST OF TEAM MEETINGS
 - 2. SETTING TIME AND PLACE
 - 3. TRYING THE 50-MINUTE MEETING
- E. SOLVING PROBLEMS AS A TEAM
 - 1. THE SIX THINKING HATS
 - 2. ENCOURAGING BRAINSTORMING
- F. ENCOURAGING TEAMWORK
 - 1. THINGS TO DO
 - 2. THINGS TO AVOID
 - 3. THINGS TO CONSIDER
 - 4. TASKS

IV. LEADING MULTIPLE GENERATIONS

- A. MANAGING MULTI-GENERATIONAL TEAMS
 - 1. TRADITIONALISTS
 - 2. BABY BOOMERS
 - 3. GENERATION X
 - 4. MILLENNIALS
- B. GENERATIONAL FRICTION
- C. GENERATIONS WORKING TOGETHER
 - 1. COMMUNICATION STYLES
 - 2. PROJECT TEAMS
 - 3. SHARING KNOWLEDGE



REGIONAL WORKFORCE LEADERSHIP TRAINING

Leadership 1 Course Outline

D. MANAGING DIFFERENT GENERATIONS

1. YOUNGER LEADERS MANAGING OLDER EMPLOYEES
2. CREATING RETENTION PLANS
3. TREATING EACH OTHER AS PEERS
4. CREATING A SUCCESSION PLAN

E. MOTIVATING MULTI-GENERATIONS

1. MENTORSHIP
2. EDUCATION AND TRAINING OPPORTUNITIES
3. FLEXIBILITY
4. RECOGNITION/INCENTIVE PROGRAMS

F. MULTI-GENERATIONAL BENEFITS