

REGIONAL WORKFORCE LEADERSHIP TRAINING

Leadership 2 Course Outline

I. OFFICE POLITICS AND PERSONALITY STYLES

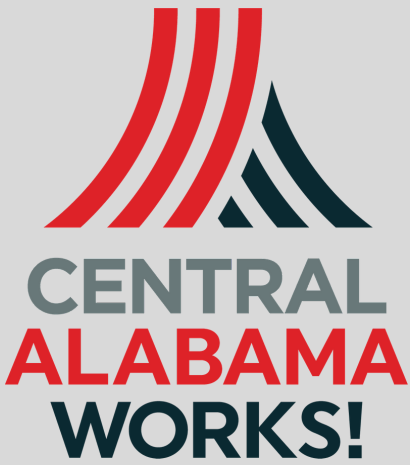
- A. OFFICE POLITICS
- B. ENCOURAGE RESPECT
- C. INTERACTING AND INFLUENCING
 - 1. BE NICE TO EVERYONE
 - 2. DEALING WITH DIFFERENT OFFICE PERSONALITIES
 - 3. GAIN TRUST THROUGH HONESTY
 - 4. BE ASSERTIVE
 - 5. PERSONALITY STYLE THEORY

II. ETHICS IN BUSINESS

- A. ETHICS
- B. THE GRAY AREA
- C. COMMON ETHICAL DILEMMAS
- D. OVERCOMING OBSTACLES
 - 1. OVERCOME UNETHICAL ENCOUNTERS
 - 2. BENEFITS OF AN ETHICAL ENVIRONMENT
- E. 10 BENEFITS OF MANAGING ETHICS
 - 1. BENEFITS
 - 2. LEAD BY EXAMPLE
 - 3. ETHICAL STANDARDS
- F. ENSURING ETHICAL BEHAVIOR
 - 1. ADDRESSING UNETHICAL BEHAVIOR
 - 2. THE A.C.T. MODEL OF ETHICAL DECISION-MAKING

III. TIME MANAGEMENT

- A. SETTING GOALS
- B. THE THREE P'S
 - 1. POSITIVE
 - 2. PERSONAL
 - 3. POSSIBLE
- C. THE SMARTER WAY
- D. PRIORITIZING YOUR GOALS AND TIME
 - 1. URGENT/IMPORTANT MATRIX
 - 2. BEING ASSERTIVE
 - 3. PLANNING WISELY
- E. TACKLING PROCRASTINATION
 - 1. WHY WE PROCRASTINATE
 - 2. NINE WAYS TO OVERCOME PROCRASTINATION
- F. ORGANIZING YOUR WORKSPACE
 - 1. DE-CLUTTER
 - 2. MANAGING WORKFLOW
 - 3. DEALING WITH EMAIL
- G. DELEGATING MADE EASY
 - 1. WHEN TO DELEGATE
 - 2. TO WHOM SHOULD YOU DELEGATE?
 - 3. KEEPING CONTROL
 - 4. THE IMPORTANCE OF FULL ACCEPTANCE



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IV. GIVING FEEDBACK

- A. WHEN SHOULD FEEDBACK OCCUR?
 - 1. REPEATED EVENTS OR BEHAVIOR
 - 2. BREACHES IN COMPANY POLICY
 - 3. WHEN INFORMAL FEEDBACK HASN'T WORKED
 - 4. IMMEDIATELY AFTER THE OCCURRENCE
- B. PREPARING AND PLANNING
 - 1. GATHER FACTS
 - 2. CREATE AN ACTION PLAN
 - 3. KEEP WRITTEN RECORDS
 - 4. CHOOSE TIME AND PLACE
- C. DURING THE FEEDBACK SESSION
 - 1. THE FEEDBACK SANDWICH
 - 2. ASK FOR THEIR INPUT
 - 3. BE AS SPECIFIC AS POSSIBLE
 - 4. DIFFUSE ANGER OR NEGATIVE EMOTIONS
- D. WHAT NOT TO DO DURING FEEDBACK
 - 1. ATTACK OR BLAME
 - 2. TALK DOWN
 - 3. BECOME EMOTIONAL
- E. AFTER THE SESSION
 - 1. SET A FOLLOW-UP MEETING
 - 2. MAKE YOURSELF AVAILABLE
 - 3. BE VERY SPECIFIC WITH YOUR INSTRUCTIONS

V. CONFLICT MANAGEMENT

- A. INTRODUCTION TO CONFLICT MANAGEMENT
 - 1. WHAT IS CONFLICT?
 - 2. WHAT CAUSES CONFLICT?
 - 3. WHAT IS CONFLICT RESOLUTION?
 - 4. UNDERSTANDING THE CONFLICT RESOLUTION PROCESS
- B. CONFLICT RESOLUTION STYLES
 - 1. COLLABORATING
 - 2. COMPETING
 - 3. AVOIDING
 - 4. ACCOMMODATING
 - 5. COMPROMISING
- C. DEALING WITH PROBLEM EMPLOYEES
- D. BEHAVIORS TO AVOID



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VI. CRITICAL THINKING/PROBLEM SOLVING

- A. INTRODUCTION TO CRITICAL THINKING
 - 1. COMPONENTS OF CRITICAL THINKING
 - 2. APPLYING REASON
 - 3. OPEN-MINDEDNESS
 - 4. ANALYSIS
 - 5. LOGIC
 - 6. NON-LINEAR THINKING
 - 7. STEPPING OUT OF COMFORT ZONE
- B. LOGICAL THINKING
 - 1. ASK THE RIGHT QUESTIONS
 - 2. ORGANIZE THE DATA
 - 3. EVALUATE THE INFORMATION
 - 4. DRAW CONCLUSIONS
- C. CHARACTERISTICS OF CRITICAL THINKING
 - 1. ACTIVE LISTENING
 - 2. CURIOSITY
 - 3. DISCIPLINE
 - 4. HUMILITY
 - 5. SEE THE BIG PICTURE
 - 6. OBJECTIVITY
 - 7. USE YOUR EMOTIONS
 - 8. BE SELF-AWARE
- D. EVALUATING INFORMATION
 - 1. MAKING ASSUMPTIONS
 - 2. WATCH OUT FOR BIAS
 - 3. ASK CLARIFYING QUESTIONS
 - 4. SWOT ANALYSIS
- E. BENEFITS OF CRITICAL THINKING
- F. IDENTIFYING ROOT CAUSES OF PROBLEMS
- G. DECISION MAKING STYLES
 - 1. DEMOCRATIC
 - 2. AUTHORITATIVE
 - 3. PARTICIPATIVE
 - 4. DELEGATION
 - 5. CONSENSUS

VII. CONCLUSION

- A. CLASS EVALUATIONS
- B. LSII TEST REVIEW
- C. TESTING
- D. DISMISSAL

**Contact Sabrina Wood to register.
swood@centralalabamaworks.com
334-429-8832**