

## **SSM 111: Developing excellence in people leadership**

### **Introduction**

Effective leadership performance depends on a blend of appropriate skills, knowledge, attitudes, and behaviors coupled with relevant experience. This course helps supervisors gain the skills they need to become more effective leaders in your organization. The truly successful leader is one who is able to come to terms with his or her strengths and weaknesses. He or she practices self-discipline, manages his or her own emotions, and objectively administers the job. Supervisory leaders must expertly handle disruptive behavior and difficult people from time to time. This course identifies five roles of a supervisory leader: influencing people, communicating effectively, supervising work, coaching and managing through conflicts. Participants will learn to excel in these roles and are given tools to help them back at work.

### **Learning Objectives**

- Learn to choose between effective and ineffective leadership styles.
- Understand the relationship between their styles and the motivation and behavior of others
- Understand and learn to implement the four steps to active supervision
- Discover a proven process for problem solving
- Learn five steps for effective decision-making
- Understand the need for delegation and how to delegate effectively
- Discover ways to communicate more effectively and vividly
- Learn a technique for coaching performance
- Understand the difference between coaching and discipline
- Find out how to convert conflicts into problem solving sessions
- Learn effective tools for dealing with difficult people
- Discover ways to help groups in conflict
- Develop a personal action plan

### **Who should attend?**

This course is designed for supervisors, managers, and all employees on a management track.

### **Course Outline**

#### **Leading People**

- Strive for excellence in leadership.
- Set a good example for others.
- Value human relations; demonstrate respect, build trust and credibility in the eyes of others.
- Understand and practice *Situational Leadership* principles.
- Supervisory leaders are accountable for behavior, process, & results.
- Influence the motivation & feelings of ownership in others.
- Lead...*across the generations*
- Intuitive leaders are aware of beliefs and biases people have and how they impact upon others.

#### **Communicating Effectively**

- Understands the dynamics of workplace communications

- Communicates expectations & goals clearly
- Practices “smart listening”
- Seeks feedback from others
- Gives positive feedback and praise when appropriate
- Adjusts the assertiveness of the communication to the situation
- Delivers criticism in a constructive and respectful manner
- Uses effective communication tools when handling conflict

### **Actively Supervising**

- Understands supervisor roles & responsibilities
- Understands expectations for responsibility and accountability
- Makes effective workplace decisions
- Improves individual and crew performance
- Builds a teamwork environment
- Influences & facilitates change
- Manages time and priorities

### **Coaching for Improved Performance**

- Improves individual and crew performance
- Helps people achieve goals
- Holds people accountable
- Assesses the development needs of his/her people
- Influences change to close gaps in performance or expectations
- Uses coaching techniques effectively
- Gets results.

### **Handling Conflict Skillfully**

- Leads by example during times of conflict and stress
- Understands the various types of workplace conflicts
- Handles the conflict situation skillfully
- Practices a conflict resolution process
- Anticipates and plans for conflict before it happens
- Applies effective communication tools during moments of conflict
- Probes for the root causes of dissent and emotional responses
- Defuses rising tempers and anger