

# Leadership 101 (approx 6 hours)

## Techniques and Tools for the New Manager

### Course Overview

#### How You Will Benefit

Being a leader inherently implies having a lot of responsibility. What that responsibility is can vary among leadership roles, but there are some universal ways to be a leader. Enthusiasm, having a vision, problem-solving, promoting teamwork, and delegating tasks are all forms of leadership, but may not come naturally to every leader. And when a leader is not up to shape, it reflects on the organisation or team as a whole.

For instance, a poll by the Center for Public Leadership at Harvard University reported that 70% of Americans blame leadership crisis as a factor in the national economic decline. A Deloitte survey showed top American executives majority of CXOs surveyed (52 percent) and CXOWs (59 percent) do not think that their direct reports have the skills to assume greater leadership roles in the organisation.

This course will give you the tools you need to hone your skills as a leader, from earning trust and respect, to leading through crisis and creating a vision to share. As a result, you will have more confidence in your ability to lead, will inspire a more collaborative work environment, and will be able to lead through any situation.

#### Course Objectives

Successful completion of this course will increase your ability to:

- Identify key characteristics of leaders
- Build trust and confidence with employees
- Avoid behaviours that undermine leadership
- Promote teamwork and *esprit de corps*
- Act decisively
- Demonstrate leadership in a crisis

#### Key Topics Covered

This course explores the following subjects in depth:

- How to have and share a vision
- How to set expectations, communicate effectively, and be trustworthy
- Methods of building confidence in your employees

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#### Key Topics Covered (Continued)

- Benefits of being enthusiastic
- Behaviours that signal serving
- Pitfalls to avoid such as lack of transparency, neglect, and unwillingness to change or innovate
- How to influence others and promote teamwork
- How to be a leader during a crisis

#### What the Course Offers

- Fully online - all content, activities, assessments and support services available 24/7 from any computer or smartphone
- Downloadable, printable one-page Learning Summary available upon completion
- Certificate of attainment emailed upon completion

#### Cost

- \$99 (incl. GST) p.p. for 1-9 participants
- Contact us for discounted prices for 10 or more participants

