

# ESSENTIALS OF LEADERSHIP

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## COURSE DETAILS:

- **Learning Format:** Classroom
- **Target audience:** Informal leaders and frontline leaders through mid-level managers.
- **Course length:** 3 hours, 30 minutes. Course can be lengthened with optional activities. In the Virtual Classroom learning format, this course runs 3 hours.
- **Facilitator Certification:** DDI certified facilitator required.
- **Prerequisites:** None.
- **Series:** Suitable for all environments.
- **Group size:** 9-15 people.
- **Pre-work:** None.
- **Credit:** 3:5 CEUs toward HRCISM, SPHR sm, PHR sm, and GPHRsm certifications.

## PERFORMANCE OBJECTIVES:

- Multiply their effectiveness by motivating their team and helping people to be more effective.
- Accomplish more in interactions in less time, while enhancing interpersonal relationships.
- Help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act.

## PRIMARY COMPETENCIES DEVELOPED:

- Building Strategic Working Relationships
- Communication
- Gaining Commitment

## ADDRESSES THESE ISSUES:

- Are your leaders lacking basic, yet essential, interaction skills?
- Do they need help engaging others to achieve organizational results?
- Does your organization need a fast-paced, engaging way to introduce foundation interaction skills?

**COURSE SUMMARY:** The essence of being an effective people leader lies in establishing good interpersonal work relationships and having the ability to spark action in others. This foundation course for most IM:EX courses teaches leaders how to get results through people. During the course, they learn a set of essential skills to meet both practical business needs and people's personal needs. Learners acquire a set of proven interaction skills, discover seven Leadership Imperatives for meeting today's challenges, and realize their role as a catalyst leader--a leader who inspires others to act.

## COURSE OVERVIEW:

**The Challenge of Leadership Today:** Through discussion and examples provided in video segments learners are introduced to Leadership Imperatives, which are the critical skills for a successful leader. They also begin to understand the importance of a leader as a catalyst and assess their own leadership styles.

**The Interaction Process:** Learners become familiar with the Interaction Process, which combines essential skills that a leader must use to ensure the success of every interaction.

**Key Principles:** Leaders explore the five Key principles --tools to meet people's personal needs. A discovery-learning, small-group activity increases learners' understanding of the Key Principles. A video-based activity has learners craft responses to challenging situations using multiple Key Principles.

**Interaction Guidelines and Process Skills:** Participants gain a better understanding of how to meet individuals' practical needs by using the Interaction Guidelines and Process skills. They are introduced to the Discussion Planner. Learners practice a discussion using their new skills (optional).

**Feedback Essentials:** Learners discover that feedback can be a powerful tool to help improve performance, so they then practice identifying effective feedback. Participants are introduced to the STAR concept, a model for providing both positive and developmental feedback. They discuss the importance of seeking feedback.

**Send Off:** Planning and Close: Learners develop a plan to apply their new skills back in the work place.

**Video Segment Summaries:** A video illustrates the challenges leaders face in their role. Scenarios give learners opportunities to practice using Key Principles. Dr. Jonas Salk uses a catalyst approach to energize his team (optional).

## RELATED COURSES:

- Getting Started as a New Leader
- Communicating with Impact (comparable workforce course)
- Mastering Interaction Skills