



Leadership Development Program & Mentor Enhancement

Overview

In this three day program we will explore many facets of leadership and give participants the tools to be creative leaders and effective managers in your organization. Participants will engage in self-assessments to evaluate their leadership style, explore key roles of managers, discuss and create action items to support their Mission statement, investigate aspects of creating change in an organization, discover the importance of culture in the workplace, and techniques for creating a quality work environment.

Learning Objectives

- Define roles and skills of effective managers
- Identify various leadership styles and the pro's/cons of each style
- Understand and apply Hersey-Blanchard's Situational Leadership Theory
- Identify areas/tasks to support the mission statement
- Utilize Covey's time management matrix to prioritize tasks to support the mission statement then create actionable goals
- Apply elements of Kotter's Eight Steps to Change Management to a goal/task to support the mission statement
- Identify various cultures in the workplace and how to effectively communicate with them
- Determine ways to create a healthy and quality work environment

Course Agenda

Day 1: Becoming an Effective Manager

- Module 1: Uncovering the Manager's Role
 - Overview of Mintzberg's 10 roles of management
 - Categorizing and deconstructing the roles of management
 - Conduct self-assessment of competency in the ten roles of management
 - Applying the ten roles of management in the workplace
- Module 2: Distinctions Between Leadership and Management
 - Recognize characteristics that are unique to managing and leading
 - Identify shared characteristics of managing and leading
 - Discuss how the characteristics manifest in workplace
 - Examine the six skills of effective managers

- Module 3: Distinguishing Various Leadership Styles
 - Overview of the following leadership styles and theories
 - Lewin's Leadership Styles
 - Blake-Mouton Managerial Grid
 - Path-Goal Theory
 - Transformational Leadership
 - Discussion of the pro's and cons to each style

- Module 4: Utilizing Situational Leadership
 - Overview of the Hersey-Blanchard Situational Leadership Theory (I)
 - Uncovering your primary leadership style
 - Identifying your team members maturity level
 - Matching maturity level to leadership style
 - Overview of the Hersey-Blanchard Situational Leadership Theory (II)

Day 2: Defining Your Mission and Creating Change

- Module 6: Deconstructing the Mission and Leadership Challenge
 - Review mission statement
 - Break down the goals into components (what do these things look like in the organization/what constitutes these elements)
 - Apply the 5W's to the goals, quantifying where possible
 - What is considered exemplary, average, and below average performance for elements in mission statement (quantify if possible, and create rubric)
 - Assesses performance in key areas and set possible sub-goals/initiatives
 - Use Covey's time management matrix to organize and prioritize initiative items
 - Create SMART goals for specific items in the time management matrix

- Module 7: Leading Change in Your Organization
 - Overview of change management (Kotter's Eight Steps to Change Management)
 - Identify a task from the time management matrix (previous module) that would require a major change within the department/organization
 - Determine the actions needed and to develop a change vision
 - Identify pitfalls to developing a change vision

Day 3: Culture and Quality in the Workplace

- Module 8: Understanding the Role of Culture and the Diverse Workforce
 - Recognizing Generational Differences in the Workplace
 - Identifying the four main generations
 - Distinguish various generational influences and values
 - Identify issues that cross-generational teams face
 - Recognize how to interact with diverse generations in the workplace
 - Understanding Cultural Differences in Communication
 - Differentiate between high context and low context communication and awareness in communication across cultures
 - Knowledge of appropriate personal space when communicating
 - Awareness of eye contact in communication with different cultures
 - Best practices for effective and respectful cross-cultural communication
 - Gender Differences in Communication
 - Recognize how the purpose of communication differs for men and women
 - Identify characteristics and differences between how men and women communicate
 - How to effectively give and share information between women and men

- Module 9: Building a Quality Work Environment
 - Identify the dimensions that compose a healthy and quality work environment
 - Discuss aspects within the dimensions that comprise a quality work environment
 - Creating Synergy in the Workplace
 - Valuing differences
 - Breaking down barriers
 - Creating the third alternative
 - Self-preservation in the Workplace
 - Overview of Covey's Four dimensions of renewal
 - Discuss ways renewal can be incorporate at work