



Why Good Leaders Fail

Overview

Successfully leading and managing a workforce can be challenging. Why Good Leaders Fail will teach participants the difference between management and leadership. The biggest difference between managers and leaders is the way they motivate the people who work for or follow them, and this sets the tone for most other aspects of what they do. Participants will learn new skills and techniques to easily transition from being just a manager to being a true leader. They will learn how to manage their new staff, ease conflict, delegate, problem solve, ease into managerial duties, and more.

Learning Objectives

- Understand leadership vs. management
- Learn your leadership style and how to use it most effectively
- Learn how to communicate to gain the best results
- Gain strategies to effectively lead through conflict
- Inspire your team to aim high and succeed

Course Agenda

Module 1: Distinctions Between Leadership and Management

- Leadership vs. Management
- Four Leadership Styles
 - Laissez-Faire
 - Autocratic
 - Participative
 - Situational
- Leadership Quiz
- Case Study
- Functions of a Leader
- Effective Leadership
 - Leadership Principles
 - Six Skills of Effective Manager
 - Shared Characteristics of Managing and Leading

Module 2- Leading Through Conflict

- Overview: The Thomas and Kilmann Conflict Resolution Instrument

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding
- Common Causes of Conflict the Workplace
 - Unclear Expectations
 - Breakdown in Communication
 - Misunderstanding the Information
 - Lack of Accountability
- Six Steps to Address Conflict in the Workplace
- Case Study

Module 3: Principles of Effective Communication

- Critical Communication Skills: Are You a Good Listener?
 - Asking Questions
 - Open Questions
 - Listening for Answers
 - Understanding the Listening Process
 - Sharpen the Process: Active Sensing
- Evaluation and Interpretation: Eight Types of Listening
 - Response
 - What Do You Think?
- Non-Verbal Message
- Assertive Communication
 - What is Your Assertive Response?

Module 4: Team Building and Feedback

- Team Definition
- Team Models
 - Traditional
 - Team Spirit
 - Cutting-Edge
 - Task Force
 - Cyber
- Group Discussion
- Increase Productivity and Build Morale
- Motivators
- 10 De-Motivators
- Make Certain Your People Know When They're Doing Well
- Get Employees to Produce Results
- Things to Consider
- Key Actions in Constructive Feedback
- Performance Feedback