



Business Skills Course List:

Leadership and Management

- Effective Management – 1 Day
- Practical Leadership – 1 Day
- Developing Yourself as a Leader – 1 Day
- Managing Conflict – .5 Day
- Change Management for Manager – .5 Day
- Leading From the Front: Being a Leader in All You Do – 1 Day



Effective Management

Training Course Content

Course Objective: You will explore the fundamental concepts of effective management.

Course Duration: 1 Day

Target Student: Business professionals who are either at the managerial level, or are interested in becoming team leaders.

Prerequisites: There are no prerequisite skills for this course; however, you might be interested in the following related courses: Problem-Solving Skills, Negotiating Skills, Business Presentations, Advanced Communication Skills, and Creating and Maintaining a Life Balance.

Course Content

Lesson 1: Developing as a Manager

Topic 1A: The Role of an Effective Manager

Topic 1B: Personal Skills Development

Lesson 2: Communicating Successfully

Topic 2A: Speak Without Talking

Topic 2B: Manage Better By Listening

Topic 2C: Assert to Achieve

Lesson 3: Creating Successful Solutions

Topic 3A: Identify the Core Problem

Topic 3B: Solve Problems Creatively

Topic 3C: Implement Solutions Decisively

Lesson 4: Empowering Your Workgroup

Topic 4A: Delegate for Results

Topic 4B: Coach for Achievement

Topic 4C: Evaluate Staff Performance

Lesson 5: Cultivating Great Teams

Topic 5A: Create an Invincible Team

Topic 5B: Inspire Team Success

Topic 5C: Team Briefings for Success

Topic 5D: Resolve Conflicts Positively



Practical Leadership

Training Course Content

Course Description: Up to this point in your career, you have been a successful employee or individual contributor, or have recently been promoted to manager. You have developed skills to be successful in your field. In this course, you will learn the practical skills you need to be an effective leader in your organization.

Course Objective: You will learn practical leadership skills.

Course Duration: 1 Day

Prerequisites: You should possess experience working in an organization as an individual contributor or possibly as a manager. In addition to this course, you may want to consider the following related courses: Basics of Effective Communication, Persuading Others, Recognizing Employee Performance, and Setting Performance Goals and Expectations.

Course Content

Lesson 1: Transitioning from Individual Contributor to Leader

Topic 1A: Define Leadership

Topic 1B: Identify Your Leadership Style

Topic 1C: Redefine Your Role

Lesson 2: Developing an Effective Team

Topic 2A: Develop an Effective Team

Topic 2B: Coach for Performance

Topic 2C: Influence for Results

Topic 2D: Empower Your Team Members

Topic 2E: Lead Your Team through Organizational Change

Lesson 3: Leading Different Types of Teams

Topic 3A: Work with Different Types of Teams

Topic 3B: Overcome Communication Barriers

Topic 3C: Overcome Issues among Team Members

Lesson 4: Aligning Your Strategy for Business Results

Topic 4A: Identify Core Values

Topic 4B: Write a Vision Statement

Topic 4C: Establish a Mission

Topic 4D: Develop Goals



Developing Yourself as a Leader

Training Course Content

Course Description: This course will provide the methods to perform a personal assessment so that new managers can identify areas for improvement and apply strategies to develop and grow their leadership capabilities.

Course Objective: You will identify strategies that will help you develop as an effective leader.

Course Duration: 1 Day

Prerequisites: There are no prerequisite skills needed for this course. Suggested courses include Practical Leadership, Leading and Managing Teams, and Emotional Intelligence for Managers.

Course Content

Lesson 1: Assessing Yourself as a Leader

Topic 1A: Assess Your Leadership Characteristics
Topic 1B: Assess How Others See Your Leadership
Topic 1C: Assess Your Environment

Lesson 2: Establishing Your Leadership Development Plan

Topic 2A: Identify Your Destination
Topic 2B: Establish Your Road Map
Topic 2C: Build a Leadership Development Plan



Managing Conflict

Training Course Content

Course Description: This course will assist you in understanding and implementing strategies that will help to manage conflict effectively.

Course Objective: You will identify the sources of conflict and how to manage conflict effectively.

Course Duration: Half Day

Prerequisites: There are no prerequisite skills for this course.

Course Content

Lesson 1: Recognizing Conflict

Topic 1A: Identify Your Personal Reaction to Conflict

Topic 1B: Develop a Healthy Attitude toward Conflict

Topic 1C: Assess the Situation

Topic 1D: Avoid Conflict Escalation

Lesson 2: Responding to Conflict

Topic 2A: Actively Listen

Topic 2B: Communicate Effectively

Topic 2C: Respond to Negative Tactics

Lesson 3: Resolving Conflict

Topic 3A: Identify the Source of the Conflict

Topic 3B: Determine the Best Solution

Topic 3C: Implement the Solution



Change Management for Managers

Training Course Content

Course Description: With constantly shifting global economies and technological developments, businesses are constantly changing to exploit opportunities. Companies no longer have the luxury of remaining the same. Therefore, managers must constantly prepare for and implement change, guiding their employees through periods of transition.

Course Objective: You will implement and manage change.

Course Duration: Half Day

Prerequisites: There are no prerequisites for this course.

Course Content

Lesson 1: Planning for Change

Topic 1A: Analyze the Process of Change

Topic 1B: Identify Barriers to Change

Topic 1C: Determine Available Support

Lesson 2: Communicating Change

Topic 2A: Utilize Adopters of Change

Topic 2B: Communicate Change

Lesson 3: Managing the Initial Impact of Change

Topic 3A: Educate Employees on the Change Process

Topic 3B: Implement Strategies to Deal with Stress

Topic 3C: Cope with Fear

Lesson 4: Implementing Change

Topic 4A: Engage Employees

Topic 4B: Capitalize on the Change Process

Topic 4C: Maximize the Benefits of Change

Topic 4D: Reframe Change

Topic 4E: Label Milestones

Topic 4F: Troubleshoot Issues

Topic 4G: Report Results



Leading from the Front: Being a Leader in All You Do

Training Course Content

Course Objective: You will apply the seven fundamental leadership practices of Lead Star.

Course Duration: 1 Day

Prerequisites: There are no prerequisite skills needed for this course. Students only need the desire to become more effective at influencing outcomes and inspiring others.

Course Content

Lesson 1: Applying Seven Leadership Fundamentals

Topic 1A: Meet and Exceed Performance Standards for Great Success

Topic 1B: Project Confidence by Realizing Your Capabilities

Topic 1C: Make Decisions to Make Progress

Topic 1D: Meet the Needs of Those around You

Topic 1E: Inspire Others by Becoming Accountable

Topic 1F: Harness Your Emotions for Success

Topic 1G: Reveal Your Best, Authentic Self