

STEPPING UP AS A LEADER: SUPERVISOR SKILLS FOR SUCCESS



COURSE OVERVIEW

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 organization 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 organization.

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.

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
- Benefits of being enthusiastic
- Behaviors 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

OBJECTIVES

Successful completion of this course will increase your ability to:

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

CONTACT US TO LEARN MORE!

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