



Course 139: Managerial Leadership

Course Description...

Good leaders have always been expected to be able to solve new problems, capitalize on new opportunities and navigate through the ever changing landscape of business. Leadership is a complex process by which the leader influences others to perform and achieve. The leadership attributes – belief, values, ethics, character, knowledge, and skills – are all traits which can be learned. This course provides the basis for understanding what leadership is and what leaders do to be successful.

Learning Objectives...

- Define what leadership is and how it is applied at all levels of organizational management
- Understand the basics of leadership and motivation
- Determine what is necessary to lead teams and organizations, and how to integrate this with business management
- Develop skills in communicating, influencing and negotiating with peers, subordinates and senior managers
- Become adept at assessing leadership traits and qualities in ourselves and others
- Learn how to develop leadership in ourselves and others

Who should attend...

Project Managers, task leaders, executives, team members and anyone else who is or will be responsible for managing teams or individuals.

Prerequisites...

While there are no prerequisites for this course, an understanding of the basic precepts of management will help.



Course Outline...

Introduction and Overview

Course Objectives

Unit 1: Leadership

- Leadership models
- The four framework approach
- Five practices of top leaders
- The three C's of leadership
- Leadership and power
- Leadership styles

Unit 2: Establishing Direction

- The leader as visionary
- Planning
- Executing
- Influence – leading without authority

Unit 3: Communications

- Basics of effective communications
- Barriers to communications
- Non-verbal communication
- Active listening
- Feedback
- Meetings
- Leadership communications – a model

Unit 4: Problem Solving

- Basic steps to problem solving
- Team problem solving
- The leader as a problem solver

Unit 5: Leadership in Management

- Delegation
- Liaison
- Accountability
- Relationships

Unit 6: Coach

- The coach as trainer
- The coach as counselor
- Mentoring
- Leaders as learners



Unit 7: Team Building

- Goal setting
- Team leadership
- Ten characteristics of a team leader
- Facilitation, mediation, negotiation

Unit 8: Motivation

- Maslov's hierarchy of needs
- Herzberg and motivation
- The expectancy theory
- Principles of motivation
- Self actualization in the team

Unit 9: Leadership Pragmatics

- Leadership and diversity
- Leadership and change
- Leadership and the organization

Unit 10: The Leader

- Character
- Ethics
- Building excellence
- Emotional intelligence
- Leadership traits
- Positive and negative leaders
- Checklist for leaders