

The Art & Spirit of Leadership

- Establishing the Environment

“A primary responsibility for a leader is to lead in the creation of an environment that facilitates the full release of potential from all team members”

- The Power of Words
- What exceptional leaders do
- Managing the process of communication
- Creating the environment
- Empowerment
- Identifying and reversing limiting habits

- Coaching, Reviewing and Setting Goals

“Treat people as they are and they will remain that way. Treat people as they are already what they can be and you help them become what they are capable of becoming.”

- Coaching—what it is and why develop the skill
- Why leaders may fail and how to succeed
- Employees/employer agreements
- Values/behaviors
- One minute goal setting, praising, and critiquing
- Resolving conflict

- Leadership Styles

“He who knows others is clever. He who knows himself is enlightened.”

- Adjusting your style to improve communications and leadership
- Leading others
- Leadership styles

- Conducting Performance Reviews

“People do not respect what you expect, they respect what you expect and inspect.”

- Performance reviews and goals
- Tips on appraising performance and goals
- Coaching model
- Preparation