

Soft-Train



*At Soft-Train
Technology Works*

COURSE GOAL: To provide practical and applicable leadership skills.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course, the student will be able to:

- Lead with confidence
- Effectively communicate
- Be a more active listener
- Keep a “can do” attitude
- Lead by example

Leadership (1 Day) ST00012

KEY TOPICS:

I. Find Peace at Work

- A. You Are the Source of Your Suffering-and That’s the Good News
- B. Suffering Is Optional
- C. Learned Helplessness
- D. Personal Accountability
- E. If You Argue with Reality, You Lose
- F. Respond to the Facts, Not to the Story
- G. Professional Courtesy
- H. Learn and Grow From Feedback
- I. Your World is a Projection of You
- J. Would You Rather Be Right, or Wildly Successful
- K. Ego
- L. Work to be Successful Rather Than Right

II. Restore Sanity to the Workplace

- A. Lead First, Manage Second
- B. Over Managing and Under Leading
- C. Six Principles For Leading First, Managing Second
- D. Empowerment Without Accountability Is Chaos
- E. Play Favorites: Work with the Willing
- F. Playing Favorite Is Fair Game
- G. Identify the Visionaries
- H. Redirect Your Focus
- I. Compensate Value
- J. Dealing with Resistance
- K. Change Is a Fact of Life – Get Over It!

L. Three Core Competencies That Make People Bullet Proof

M. Three Common Mistakes to Avoid

N. Best Practices in Times of Crisis

III. Lead Your Team to Results

A. Opinions No Longer Count – Actions Do!

B. Limiting Beliefs That Hold You Back

C. Stop Judging and Start Helping: The Golden Rule of Teamwork

D. Ambiguity Is the Source of All Conflict

E. Delegation is Vital to Good Leadership

F. Challenge People to Find the Lesson

G. Get Real, Step Up, Redirect