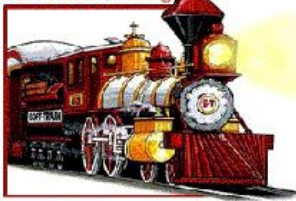


Soft-Train



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Technology Works*

Leadership SMARTS (2 Days) ST00021

COURSE GOAL: To provide Supervisors and Leaders with Leadership Techniques to be Effective Leaders.

PREREQUISITES: None.

LEARNING OBJECTIVES:

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

- Understand the role of a leader.
- Identify ways to hire and keep the best people.
- Build winning teams.
- Problem solve and make decisions efficiently and effectively.
- Communicate with power.

KEY TOPICS:

I. The Heart of a Leader

- A. Following the Rules
- B. Leadership Requires Character
- C. The Seven Qualities of Leadership
- D. Audacity Is the Key to Victory
- E. Hang in There The Ultimate Challenge
- F. The Reality Principle Accepting Responsibility
- G. Continuous Learning
- H. Project Forward
- I. Focus on the Future
- J. You Become What You Think About

II. Leaders Know Themselves

- A. Better Understanding of Yourself Leads to Better Decisions
- B. What is the Most Important and Valuable Work That You Do?
- C. Consequences, One of the Most Important Words in Thinking and Action
- D. Learn to Collect Your Thoughts That Lead to Pointed Questions That Force You to Analyze and Decide Precisely

III. Counterattack! Business Lessons from Military Strategy

- A. Military Principles of Strategy
- B. Four Questions to Ask
- C. The GOSPA Method
- D. Action Is Everything
- E. Manage the Plan

- F. The Key Question for Business Success
- G. Apply Zero-Based Thinking in Every Area
- H. Face the Reality
- I. The Quality Service Strategy
- J. The Great Law

IV. Masterful Management!

- A. The Seven Roles of the Manager
- B. Task-Relevant Maturity
- C. The Art of Delegation
- D. The Factory Model
- E. Check on the Job
- F. The Best Managers
- G. Back to School
- H. Five Keys to Excellent Supervision

V. Hire and Keep the Best People

- A. Select the Right People
- B. Hire Slowly and Fire Fast
- C. The Cost of Haste
- D. Think the Job Through
- E. Think on Paper
- F. Write Out the Job Description
- G. Find Suitable Candidates Interview Effectively
- H. What to Look For
- I. Practice the Law of Three
- J. Select Properly
- K. Negotiate the Right Salary
- L. Start Them off Right
- M. Start Them Strong
- N. Solve Problems Quickly
- O. Two Common Problems
- P. Improve Performance Professionally
- Q. Give Regular Feedback
- R. Assume the Best of Intentions
- S. Set Clear Expectations

- T. Satisfy Their Key Needs Satisfy Their Need for Independence
- U. Practice Participatory Management
- V. Hold Regular Meetings
- W. Create a Great Place to Work
- X. Allow Honest Mistakes
- Y. Help People Learn and Grow
- Z. Continually Focus on the Person
 - AA. Treat Them Like Volunteers
 - BB. Respect Your Employees
 - CC. Hire the Best People

VI. Building Winning Teams

- A. Room for Improvement
- B. Competence and Commitment
- C. Four Motivation Factors
- D. The Dynamics of Top Teams
- E. Four Stages of Team Performance
- F. Managing Your Team
- G. Resolve Conflict Among Team Members
- H. Qualities of Top Sports Teams

VII. Problem Solving and Decision Making

- A. The Three Qualities of Genius
- B. Are You Sure There Is a Problem?
- C. Systematic Problem Solving Method
- D. Creative Thinking
- E. Use Mindstorming to Solve Problems
- F. Lead Brainstorming Sessions

- G. Complete the Sentence
- H. Practice Zero-Based Thinking
- I. Creativity in Small Steps
- J. You Could Be Wrong
- K. What Is the Problem?
- L. Making the Best Decision

VIII. Communicate with Power

- A. Aristotle's Rhetoric: The Three Parts of Any Communication
- B. Four Keys to Persuasion
- C. Look the Part
- D. Preparation Is the Mark of the Professional
- E. Your Emotional Intelligence
- F. Your Persuasive Abilities
- G. Make Them Feel Important
- H. Be Sincere
- I. The Words You Use: Three Communication Tools for Success
- J. Five Keys to An Effective Presentation
- K. The Traditional Speech Outline
- L. Remember the Expediency Principle

IX. The Leader's Questionnaire

- A. Major Strategic and Management Issues that Leaders Will Need to Address
- B. What Business Are You Really In?
- C. Customers Do Not Buy Products or Services; They Buy Improvement
- D. A Mission is Something That Can Be Clearly Defined and Can Be Accomplished
- E. How Do Your Customers Talk About Your Company
- F. Who is Your Perfect Customer?

- G. Describe Your perfect Customer Psychographically
- H. What Does Your Perfect Customer Consider Value
- I. Customers only buy when they feel that the benefits or rewards of buying your product will be greater than those they would receive if they bought from your competitor

X. Simplify Your Life

- A. Determine Your True Values
- B. Decide Exactly What You Want
- C. Select Your Major Definite Purpose
- D. Get Your Life in Balance
- E. Practice Zero-Based Thinking
- F. Reorganize Your Activities
- G. Restructure Your Work Reengineer Your Personal Life
- H. Reinvent Yourself Regularly
- I. Set Priorities on Everything You Do
- J. Set Priorities on Your Life and Work
- K. Plan Your Time In Advance
- L. Delegate Everything Possible
- M. Focus on Higher-Value Tasks
- N. Focus on Every Job
- O. Reduce Your Paperwork
- P. Choose Quiet
- Q. Put Your Relationships First
- R. Take Excellent Care of Your Physical Health
- S. Practice Solitude Daily