

AIDT Leadership Skills II

Day One

- I. Personal Style Inventory
 - A. Identifying Your Personal Style
 - B. Your Style and Patterns of Behavior
 - C. Developing More Satisfying Relationships

- II. Ethics in Business
 - A. Ethics Defined
 - B. Guidelines for Determining Ethical Behavior
 - C. The Supervisor's Role in Ethics
 - D. Handling Ethical Dilemmas

- III. Time Management
 - A. What is Time Management?
 - B. Eliminating Time Wasters
 - C. Learning to Set Goals

- IV. Stress Management
 - A. Causes and Symptoms
 - D. Coping Strategies

Day Two

- V. Continuous Improvement Overview
 - A. Benefits
 - B. 7 Forms of Waste
 - C. PDCA
 - D. 5S Philosophy
 - E. Ergonomics
 - F. Process Stability

- VI. Steps to Improved Communication
 - A. Communicating Non-Defensively
 - B. Giving Correct Feedback

- VII. Performance Appraisals
 - A. Supervisor's Role
 - B. Effective Performance Appraisal Tips

- VIII. Conflict Management
 - A. Causes of Workplace Conflict
 - B. Dealing with Problem Employees
 - C. Conflict Handling Styles

- VIII. Coaching Your Way to Success