

Standard 3-day Outline

AIDT Leadership Skills I

Day One

- I. Introduction
 - A. AIDT Overview
 - B. Instructor
 - C. Training Materials
 - D. Student Participation

- II. Managing the Human Resource
 - A. “Win as Much as You Can”
 - B. Organizational Model
 - C. Manager’s Role

- III. Supervisor Responsibilities
 - A. Motivator
 - B. Leader
 - C. Evaluator
 - D. Communicator

- IV. Improving Work Relationships
 - A. Men and Women Working Together
 - B. Cultural Awareness
 - C. Team Basics

- V. Individual Work
 - A. Quality Crunch at Rockport (day two)
 - B. What’s My Communication Style? (day two)
 - C. Supervisory Skills Questionnaire (day three)

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Day Two

- VI. Communication Basics
 - A. Working Together
 - B. Communication Relationships
 - C. What's My Communication Style?

- VII. Active Listening
 - A. The Art of Listening
 - B. Key listening elements

- VIII. Effective Communication
 - A. What you say vs. how you say it
 - B. Impressions
 - C. Written Communication

- IX. Individual Work - Supervisory Skills Questionnaire

Day Three

- X. Motivation
 - A. What Do Employees Want?
 - B. Classical Motivation Concepts
 - 1. Law of Effect
 - 2. Theory X and Theory Y
 - 3. Hierarchy of Needs

- XI. Leadership
 - A. What is Leadership?
 - B. Supervisory Skills

- XII. Putting It All Together
 - A. Successful Supervision
 - B. The Next Step

- XIII. Conclusion
 - A. Seminar Critiques
 - B. Q & A