

## 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
  - B. 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
  
- IX. Coaching Your Way to Success