**AIDT Leadership Skills 3 Outline**

I. Emotional Intelligence

 A. What is emotional intelligence?

 B. Personal competencies

 C. Skills in emotional intelligence

 1. Understanding emotions

 2. Tools to regulate your emotions

II. Personal Accountability/Professionalism

 A. The problem of no accountability

 B. Developing personal accountability

 1. Types of accountability

 2. Symptoms of lack of responsibility

 3. Strategies for personal accountability

 C. What is a professional?

 1. 10 key elements of professionalism

 2. Expectation of others

 3. Basic business etiquette rules

III. Transformational Leadership

 A. Transactional vs. Transformational

 B. Aspects of transformational leadership

 C. Components (4 I’s) of transformational leadership

 D. Benefits of transformational leadership

 E. Do’s and Don’ts of transformational leadership

IV. Change Management

 A. Is change necessary?

 B. Workplace changes

 C. The change process

 D. Responsibility of managing change

 E. The four phases of change

 1. Denial

 2. Resistance

 3. Exploration

 4. Commitment

 F. The change cycle

 G. Resistance to change

 H. Change concerns

 I. Tools to help the change process