I. Leading people

A. Leadership overview

B. Evolution of leadership

1. Defining leadership

2. Characteristics of a leader

3. Modern leaders

C. Roles and responsibilities

1. Motivator

2. Decision-Maker

3. Evaluator

4. Communicator

D. Situational leadership

1. Telling

2. Selling

3. Participating

4. Delegating

E. An introduction to Kouzes and Posner

1. Model the way

2. Inspire a shared vision

3. Challenge the process

4. Enable others to act

5. Encourage the heart

F. Developing your leadership abilities

1. The Circle of Influence

2. Thinking outside the box

3. The Pareto Principle

4. Encouraging growth in others

5. Empowerment

6. Creating mutual respect

7. The importance of trust

8. Sharing rewards

9. Celebrating accomplishments

10. Making celebration part of your culture

11. Creating an impact

II. Communication

A. What is communication?

B. How do we communicate?

C. Others factors in communication

D. Understanding communication barriers

E. Paraverbal communication skills

1. Pitch

2. Tone

3. Speed

F. Non-verbal communication

1. All about body language

2. Interpreting gestures

G. Listening skills

1. About active listening

2. Becoming an active listener

3. Sending good signals to others

H. Asking good questions

1. Open

2. Closed

3. Probing/Clarifying

I. Using “I Messages”

J. Avoid vague words

K. Written communication

1. Spelling

2. Writing e-mails

L. Understanding your communication style

III. Teamwork

1. What is a team?

B. Types of teams

1. Traditional

2. Self-directed

3. E-teams

C. Creating a vision for your team

D. Collaboration

E. Successful Meetings

1. Making the most of team meetings

2. Setting time and place

3. Ground rules

F. Solving problems as a team

1. The Six Thinking Hats

2. Encouraging brainstorming

G. Encouraging teamwork

IV. Leading multiple generations

A. Managing multi-generational teams

1. Baby Boomers

2. Generation X

3. Millennials

4. Gen Zs

B. Potential differences in attitude

1. Respect

2. Loyalty

3. Work Ethic

C. Potential differences in communicating

1. Communication preferences

2. Feedback

3. Speaking up to authority

D. Motivate each generation

E. Unite employees of all ages

F. Build community

G. Comparison and summary of the generations