I. Personality Style Inventory

 A. Extroverts/Introverts

 1. Traits

 2. How to lead

 B. Sensors/Intuitives

 1. Traits

 2. How to lead

 C. Thinkers/Feelers

 1. Traits

 2. How to lead

 D. Judgers/Perceivers

 1. Traits

 2. How to lead

II. Diversity/Inclusion

 A. Introductions

 B. Definitions

 C. Virtually Imperceptible Inequities

 1. Examples of Micro-Affirmations

 2. The Antidote: Micro-Affirmations

 D. Individual Approach to Inclusion

 E. Showing Respect

 1. Different Ways of Conveying Respect

 F. Lead by Example

 1. Be Part of the Solution

 2. Respond with Grace While Setting the Record Straight

 3. Speak Up if You Experience or Notice Offensive Behavior

 4. Treat Others with Respect

 G. The “FAIR” Way to Manage Diversity

 1. Feedback

 2. Assistance

 3. Inclusion

 4. Respect

III. Conflict Management

 A. An Introduction to Conflict Resolution

 1. What is Conflict?

 2. What Causes Conflict?

 3. What is Conflict Resolution?

 4. Understanding the Conflict Resolution Process

 B. Assertive, Aggressive and Passive Leadership

 1. Assertive Leaders

 2. Aggressive Leaders

 3. Passive Leaders

 C. Conflict Resolution Styles

 1. Negotiation

 2. Competition

 3. Avoidance

 4. Compliance

 D. Dealing with Problem Employees

 E. Behaviors to Avoid

IV. Employee Motivation

 A. What is Motivation?

 B. Extrinsic vs Intrinsic Motivation

 1. Community

 2. Influence

 3. Openness

 C. Theories of Motivation

 1. Maslow’s Hierarchy of Needs

 2. McGregor’s Theory X, Theory Y Model

 D. Creating A Motivating Environment

 1. Provide Interesting and Stimulating Work

 2. Set Challenging but Achievable Goals

 3. Provide the Right Rewards

 E. Motivation Myths