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. Understanding communication barriers

D. Paraverbal communication skills

1. Pitch

2. Tone

3. Speed

E. Non-verbal communication

1. All about body language

2. Interpreting gestures

F. Listening and Hearing

1. Active listening

2. Benefits of Active Listening

3. Tips for Active Listening

4. Tips for Conveying Clear Messages

5. Comparison of Poor Listener and Active Listener

G. Asking good questions

1. Open

2. Closed

3. Probing

H. Written communication

1. Spelling and Grammar

2. Writing e-mails

I. Giving Feedback

1. The Stages of Effective Feedback

2. When Should Feedback Occur?

3. Informal Vs. Formal Feedback

4. Preparing and Planning

5. During the Feedback Session

6. What Not to Do During Feedback

7. After the Session

III. Teamwork

1. What is a team?

B. Types of teams

1. Traditional

2. Self-directed

3. E-teams

C. Making Meetings Work

D. How to Make Meetings Work

1. Before the Meeting

2. During the Meeting

3. After the Meeting

E. Solving problems as a team

1. The Six Thinking Hats

2. Encouraging brainstorming

3. Collaboration

F. Encouraging teamwork

IV. Leading multiple generations

A. 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

1. Share Knowledge

2. Build Community

F. Comparison and summary of the generations