

AIDT Leadership Skills 2 Outline
Leading Through Others
October 2024

- I. Personality style inventory
 - A. Extroverts/Introverts
 - B. Sensors/Intuitives
 - C. Thinkers/Feelers
 - D. Judgers/Perceivers

- II. Ethics in the workplace
 - A. Introduction
 - a. Defining ethics
 - b. What it means
 - c. Source of ethics
 - B. Importance of ethics
 - C. Ethical principles
 - a. Honesty
 - b. Integrity
 - c. Promise-keeping & trustworthiness
 - d. Loyalty
 - e. Fairness
 - f. Concern for others
 - g. Respect for others
 - h. Law abiding
 - i. Commitment to excellence
 - j. Leadership
 - k. Reputation and morale
 - l. Accountability
 - D. Ethical checklist
 - a. The role-reversal test
 - b. The fairness test
 - c. The “what if everybody did this?”test
 - d. The truth test
 - e. The parents test
 - f. The children test
 - g. The conscience test
 - h. The front-page test
 - E. Ethical dilemma

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- III. Conflict management
 - A. An introduction to conflict resolution
 - 1. What is conflict?
 - 2. What causes conflict?
 - 3. When should you step in?
 - 4. What is conflict resolution?
 - B. Approaches to conflict resolution
 - 1. Negotiation
 - 2. Competition
 - 3. Avoidance
 - 4. Compliance
 - C. Dealing with upset employees
 - 1. Behaviors to avoid
- IV. Motivating and coaching employees
 - A. What is motivation?
 - B. Intrinsic vs extrinsic motivation
 - C. Creating a motivating environment
 - 1. Provide interesting and stimulating work
 - 2. Set challenging but achievable goals
 - 3. Provide the right rewards
 - D. Coaching
 - 1. What is coaching?
 - 2. Introducing the G.R.O.W. model
 - 3. Identifying the first step
 - 4. Getting motivated
 - 5. Reaching the end
 - 6. Transitioning the employee