

# ESSENTIAL SKILLS OF LEADERSHIP

VITAL LEADERSHIP



Although organizations can attract employees by offering solid benefit plans and good salaries, effective first-line managers are what they need to retain the best employees. While a savvy manager can inspire and motivate team members, a poor manager has the opposite effect, and the entire department — and the company — will suffer as a consequence. Productivity declines, employee morale diminishes and eventually the top performers will start looking for jobs elsewhere — even with competitors.

## EFFECTIVE LEADERSHIP BRINGS SUCCESS

First-line managers and their leadership skills can determine not only whether an individual stays with an organization but also how much that individual contributes to the organization's success.

The Vital Learning Essential Skills of Leadership™ program is the first step in developing successful supervisors, team leaders and managers. By focusing on three critical management skills, the program establishes a methodology for productive interactions between team members and team leaders. Essential Skills of Leadership helps experienced managers, new managers and aspiring managers refocus on the basics: the skills necessary to manage individuals while also leading the team.

To encourage, inspire and motivate team members, managers must have good relationships with employees. Part of this comes knowing how to deal with employees in a positive way that maintains and enhances their self-esteem. Managers must also create a team atmosphere by empowering team members, allowing them to participate in setting goals, solving problems and making decisions when possible. Managers who achieve this retain their team members, and their teams are more productive.

Essential Skills of Leadership teaches managers contemporary techniques for effective leadership, thereby improving their

performance and increasing the productivity of both the team and the organization. Throughout this course, managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. They leave with valuable implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

Essential Skills of Leadership teaches supervisors, team leaders and managers the following skill points crucial to effectively managing a team:

**Maintain and enhance team member self-esteem.**

Managers and team leaders will develop the critical skills necessary to effectively delegate, evaluate performance, correct work habits, deal with complaints and resolve conflicts while supporting each team member's sense of self-respect and dignity.

**Focus on behavior.**

Leaders will learn how to solve problems more effectively and with less stress by dealing with what team members *do* rather than with their attitudes or personal character.

**Encourage team member participation.**

Leaders will learn to involve team members in decision-making, problem-solving, goal-setting and other activities to motivate, empower and inspire them.

# ESSENTIAL COURSE MATERIALS

Essential Skills of Leadership is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

## Facilitator Guide

- Provides complete instructions about how to conduct this course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

## Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of this course's skill points

## Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings



## BENEFITS OF ESSENTIAL SKILLS OF LEADERSHIP

Organizations can offer this course in the format that works best for them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four to five hours.

Course participants receive hands-on experience practicing the program's skill points.

Participants learn how to inspire, empower and motivate team members.

Participants learn how to deal with team members on a day-to-day basis and in a way that will maintain and enhance employee self-esteem.

Participants learn to base discussions about employee performance and work habits on the employee's behavior rather than on personality and attitude.

Participants learn to involve team members in activities like setting goals, solving problems and making decisions.

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