Develop Your Leadership Potential:
Stop Doing, Start Leading™

Outline

Virtual or In-Person Awareness Session

Learning Objectives:

- Build camaraderie with other participants and the trainer team
- Commit to mutually defined expectations
- Describe how the Dale Carnegie Human Relations Principles support effective leadership and relate to your desired transformation
- Begin the process of creating a Leadership Impact Plan

Topics	Activities and Assignments
- Welcome/Participant Introductions - Cycle of Performance Change - Changes and Challenges - Comfort Zone - Achieving Results Formula - Overview of Human Relations Principles - Leadership Competencies - My Desired Transformation - Expectations for Participation	- Commit to working together - Define mutual expectations - Leadership Competency Assessment - Share and discuss Leadership Competency Assessment with participant's supervisor

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Module 1: Characteristics of Leadership Effectiveness

Learning Objectives:

- Recommit to mutually defined expectations
- Identify characteristics that contribute to leadership effectiveness
- Analyze the Dale Carnegie Leadership model to identify the competencies vital to leadership success
- Describe the unique model of leadership competency development
- Identify current leadership strengths
- Select a leadership competency for development

Topics	Activities and Assignments
• Performance Change Pathway • Leadership Visual Map • Team Member vs. Leader Mindset • Dale Carnegie Model of Leadership Success • Identifying Your Strength Competency	• Leadership Journey Activity • Team Member vs. Leader Mindset Activity • Creating a Personal Vision Statement • Leadership Impact Plan, Part 1: Strength Competency

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Module 2: Leading with Integrity

Learning Objectives:

- Describe the impact of honesty and integrity on others
- Evaluate methods to serve as a trustworthy leader
- Identify the experiences that have shaped their values and contributed to their beliefs about effective leadership
- Create a personal leadership purpose statement
- Communicate your leadership purpose in a compelling manner

Topics	Activities and Assignments
• Competency Spotlight: Honesty and Integrity • Personal Leadership Purpose Statement • Personal Values	• Quick Superpower Activity • Quotes Activity • Creating a Personal Vision Statement • Team/Organization Purpose Statement Presentations

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Module 3: Leading Others to Accomplish Results

Learning Objectives:

- Distinguish between managing the work and leading the people
- Determine the actions required to transition from individual contributor to leader
- Use techniques to build trusting relationships
- Describe methods to manage tasks effectively
- Assign a task effectively

Topics	Activities and Assignments
• Management vs. Leadership • The Innerview • Assigning Tasks/Holding People Accountable	• Management vs. Leadership Activity • Human Relations Principle Activity • Innerview Activity • Task Assignment Practice

Module 4: Enhancing Your Leadership Competence

Learning Objectives:

- Use assessment results to create a Leadership Impact Plan

Topics	Activities and Assignments
• Leadership Storytelling Formula	• Leadership Impact Presentations • Leadership Impact Plan, Parts 2 & 3: Shortfall and Support Competencies

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Module 5: Engaging Followers

Learning Objectives:

- Evaluate lessons learned in the program to-date
- Examine the relationship between effective leadership and followership
- Identify the characteristics of effective followers
- Assess the types of authority and their outcomes
- Use techniques to positively influence and coach others

Topics	Activities and Assignments
• Followers and Leadership • Types of Followers • Fostering Effective Followers • Types of Power • Influence Styles	• Types of Followers Activity • Power Types Discussion • Influencer Style Presentations

Module 6: Communicating with Authenticity

Learning Objectives:

- Identify typical barriers to authentic communication
- Communicate authentically
- Give and receive effective feedback

Topics	Activities and Assignments
• Communication Types • Feedback Guidelines • Cushions	• Authentic Feedback and the Human Relations Principles • Cushions Activity • Feedback Planning Sheet

Module 7: Guiding Performance

Learning Objectives:

- Apply the leadership competencies and techniques, including Human Relations Principles you've learned, to enhance a specific relationship
- Describe the importance of clear performance expectations
- Identify potential barriers to peak performance
- Increase focus on others

Topics	Activities and Assignments
• Process of Analysis • Improving a Relationship • Control Limits and Coaching Opportunities • Collaborating to Address Subtle Deviations • Supporting Peak Performance • Evaluating Subpar Performance	• Improving a Relationship Activity • Improving a Relationship Presentation • Bus Stop Activity • My Relationships Map • Keep, Stop, Start Exercise

Module 8: Increasing Self-Awareness

Learning Objectives:

- Describe the relationship between perspective and self-awareness
- Identify the impact to leadership effectiveness of becoming more self-aware
- Deepen self-awareness

Topics	Activities and Assignments
• Getting Perspective • Johari Window • Leadership Achilles Heels • Feedforward	• Getting Perspective Activity • Johari Window / Increasing Self-Awareness Activity • Opening the Hidden Window Activity

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Module 9: Inspiring Confidence in Your Leadership

Learning Objectives:

- Identify personal triggers and develop strategies for self-regulation
- Describe our natural tendencies under pressure
- Manage difficult situations and conflict with confidence, diplomacy, and tact
- Deepen self-regulation
- Convey leadership confidence appropriately

Topics	Activities and Assignments
• Identify Triggers • Levels of Listening • Listening Guidelines and Response Generators	• Grace Under Fire Activity • Listening Practice

Module 10: Developing Yourself and Others

Learning Objectives:

- Identify the importance of developing strengths in others
- Use techniques to develop others
- Evaluate how to lead from your greatest strength
- Revise and fine-tune your Leadership Impact Plan

Topics	Activities and Assignments
• Zones of Performance • The S Curve Effect • Managing Zones • Commitment to Continued Growth	• Zones of Performance Discussion • Circles and Squares / Gallery Walk Activity • Commitment to Continued Growth Presentations • Leadership Impact Plans, Part 4: Support Competency 2

Leadership Impact Plan

Throughout the classroom experience, participants develop their Leadership Impact Plan. At the conclusion of the three-day session, each leader comes away with a customized, practical guide for developing their competencies and putting their new leadership skills into action.

Sustainment Session

To help sustain the momentum and encourage the application of their Leadership Impact Plan, the classroom experience is followed by a mandatory Sustainment Session. This session can be held in person or virtually.

In the Sustainment Session, participants:

• Reflect on key concepts presented in the program

• Examine techniques to act with accountability

• Commit to continued development

• Present their Major Benefit Report to their colleagues from the training

Output

The output phase is a continuation of sustainment in which participants and managers can see a change in their performance. The output is the ability to show Return on Investment (ROI) and/or an increase in business results. Through continued application of the Leadership Impact Plan, following through on the Commitment Worksheet, and various sustainability activities, participants hold themselves and each other accountable for the results they want to achieve.

We can show the business, manager, and participant that they are making a difference as their new skills and behaviors are successfully integrated and improving their overall success.

ISO-404-PD-OL-0919-V1.3