

Golden Opportunity, Inc. ®



Leadership Development and Communication Skills



THIS COURSE IS DESIGNED FOR:

Managers, supervisors, team leaders and individuals who want to develop and sharpen their leadership and communication skills, and create high-performance teams.

YOU WILL BE ABLE TO:

- Identify the difference between a transformational, transactional, and servant leader and which one are you.
- Improve delegation and decision making
- Develop a personal leadership statement
- Identify communications styles and pitfalls
- Improve listening skills
- Improve assertiveness skills
- Develop a leadership skills plan

COURSE TOPICS INCLUDE:

- What is a transformational, transactional and servant leader.
- Successful delegation
- Improving your decision making
- Effective listening
- Communication styles and pitfalls
- Assertiveness skills
- Conflict management
- The personal benefits of teamwork

LEARNING METHODS:

Communication pre-assessments with feedback, individual, small, and large group practical exercises; practice presentation sessions; 360 discussions; videos; application planning

PREWORK:

Bring a relevant challenge that you face in your current work situation.

