

Overview

When an employee is promoted to a position of leadership and wants desperately to do a good job, things can still go terribly wrong. Without careful training that begins with building confidence, the fear of losing respect and control often leads the new leader to rely on a *parental* model of leadership—the one most people are familiar with. This type of leadership is often characterized by scolding, personalizing issues, emotional outbursts, overt methods of control and even punishment. To prevent or reverse the damage that can come from ineffective leadership, Wizard offers the following integrated series of courses, any of which can be a stand-alone workshop.

Comprehensive Leadership Workshop Series

Step 1: The Basics of Power and Self-Esteem

Step 2: **Positive Power™** Communication Skills

Step 3: Dealing with Difficult Employees

Step 4: The Basics of **Positive Power™** Leadership

Step 5: Coaching Employees for Continual Employee Development

Step 6: **Positive Power™** Team Talk: Facilitating Effective Meetings & Teamwork

Step 7: Leadership Skills Review and Action Plan

Each workshop:

- ◆ Offers unique, proprietary content.
- ◆ Can be delivered in a time frame ranging from 3 – 12 hours.
- ◆ Is content-rich, interactive and entertaining.
- ◆ Can be tailored for virtually any association, industry, small business or community group.
- ◆ Will benefit anyone who is or will be in a position of leadership.

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Unleashing the Communication Potential of Individuals and Organizations.™

Step 1: The Basics of Power and Self-Esteem

Introducing the **7 Steps**; setting personal goals for the entire program; completing a self-esteem assessment; identifying the elements of a strong self-esteem; understanding self-esteem myths; committing to conquering fears with action; distinguishing **phony power** from **real power** and overcoming personal barriers to a strong self-esteem.

Step 2: Positive Power™ Communication Skills

Defining communication in a new way; identifying four basic personality types and how to connect effectively with each; using the **attitude formula**, becoming comfortable in intimidating situations; avoiding aggressive communication by using Power Levels,™ demonstrating confidence through changes in body language, voice and word choice; projecting confidence, poise and professionalism; using the 12 **Positive Power™ Skills**; eliminating **power-sappers** from workplace communication; developing superior listening skills; understanding the specific challenges of written, telephone, voice-mail and e-mail communication; strengthening aspects of voice and speech patterns that convey credibility and using targeted questions.

Step 3: Dealing with Difficult Employees

Dealing with angry, aggressive, and passive-aggressive individuals; assessing and handling criticism and confrontations; confronting and delivering constructive criticism; controlling other communication challenges; distinguishing between *difficult* behavior and *different* behavior; halting negativity and preventing customers and others from becoming angry.

Step 4: The Basics of Positive Power™ Leadership

Delegating tasks and responsibilities effectively; establishing clear, fair standards for employees; confronting performance problems; understanding the factors that hinder or kill motivation; delivering constructive criticism in a positive, motivational way; avoiding reverse-delegation; using affirmative and negative discipline (pros and cons of each) and conducting an effective performance evaluation.

Step 5: Coaching Employees for Continual Employee Development

Guiding employees to continually improve customer service, communication and time management skills; helping employees to accept changes; teaching employees with different learning styles; coaching without patronizing; overcoming resistance and maintaining open communication between team leaders and team members.

Step 6: Positive Power™ Team Talk: Facilitating Effective Meetings & Teamwork

Clarifying objectives; creating an agenda; conquering nervousness; organizing material; capturing and keeping a group's attention; lightening the mood, when needed; using visual aids effectively; handling questions; developing an agenda; keeping meetings on track; resolving disagreements during meetings; involving each participant; ending meetings with agreement and action steps; using group brainstorming techniques; using a problem-solving model and determining whether a meeting is necessary or when another communication avenue would be best.

Step 7: Leadership Skills Review and Action Plan

Leadership skills will be the focus of every session and step, therefore the final sessions will be devoted to integrating the skills and creating a plan for continued growth. There will be a natural progression in the skill-building that will allow the skills to be applied to the ever-increasing challenges presented in the material.