



Leadership Excellence for Senior Management

To maximize performance and foster a healthy environment, senior managers must also motivate others, nurturing and utilizing the distinctive skills of each team member.

Length Days: 3 | Length Hours: 24

Target Audience

Mid- and upper-level managers looking to hone their senior management skills

Course Objectives

After completing this course, students will know how to:

- Use wisdom and understanding to lead others
- Deliver constructive critiques to your staff
- More effectively coach and mentor your staff
- Develop new managers
- Better motivate your staff
- Navigate organizational politics

Course Outline

1 - Leading Others

Comparing Vertical and Lateral Hierarchies: Leading in Different Structures of Command and Control

Leveraging Your Organization's Structure

Knowing Your Employees – Developing Empathy

Beginning with the End in Mind and Back-Casting to the Desired Future State

Setting S.M.A.R.T. Goals

Earning Your Team's Trust with Honesty, Reliability, Availability, and Openness

2 - Strategies for Course Correction

Lighting a Fire: Motivating, Guiding, and Inspiring

Resolving Conflict: Forcing, Accommodating, Avoiding, Compromising, and Collaborating

Changing the Script: Trusting Your Team, Empowering Delegation, Celebrating Success, and Building & Reinforcing Your Team

Defining Team Roles and Creating a Balanced Team

3 - Effective Coaching and Mentoring

Providing Clear and Timely Feedback

Creating a Supportive Environment

Building a Mentorship Plan - Mentoring for Success

4 - Training New Managers

Preparing, Developing, and Supporting New Managers

Defining and Building Competencies

Documenting Best Practices while Rewarding and Emulating Effective Managers

Encouraging a Peer Network

5 - Motivation

Understanding the 8 Level Hierarchy of Needs

Managing Across Generations

Applying the CARE Model

6 - Organizational Politics

Being Politically Savvy, Ethical, and Effective

Building Political Intelligence

Understanding the Landscape

7 - The Big Picture

Thinking Through the Elements of Management