



12 Month Leadership Development Program

The Leadership Development Program gives managers the practical skills they need to lead with confidence and excel in their role.

Proposed Delivery Schedule	Course Title	Description of Course
Month 1	Essential Skills of Communicating	The Essential Skills of Communicating teaches you how to craft clear and concise messages, deliver messages designed for the team member, use active listening skills, align your verbal and nonverbal communication, and provide impactful feedback.
Month 2	Essential Skills of Leadership	The Essential Skills of Leadership will give you the four foundational skills for effective leadership: focusing on behaviors and facts (not attitudes or opinions), encouraging team member participation, maintaining team member self-esteem, and running effective meetings.
Month 3	Developing Performance Goals & Standards	Developing Performance Goals and Standards equips team leaders with the tools they need to set effective performance goals for their team. This includes insuring that performance goals are S.M.A.R.T., tied to broader company initiatives, and are well-understood by team members.
Month 4	Effective Discipline	Effective Discipline provides managers with the tools necessary to dramatically reduce the problem behaviors of employees. This course covers when these kinds of conversations should occur, how to keep them fact-based, and how to keep the responsibility for solving the issue on the team member.
Month 5	Resolving Conflicts	Resolving Conflicts equips team leaders with the tools necessary to recognize conflict amongst team members and a process to resolve it quickly and effectively. This includes understanding the phases and sources of conflict, learning about different conflict behaviors, and understanding the steps to successfully resolve a conflict.
Month 6	Coaching Job Skills	Coaching Job Skills teaches managers how to successfully coach members of their team. The course covers both how to train new skills as well as how to help your team improve their existing skills.
Month 7	Providing Performance Feedback	Providing Performance Feedback gives managers the necessary tools to implement a systematic, fact-based approach to performance improvement through quality feedback.
Month 8	Improving Work Habits	Work habits are non-performance based issues, such as showing up late, not wearing proper clothing, or not following the break policy. Improving Work Habits helps team leaders develop the tools to have effective discussions with team members about poor work habits.
Month 9	Communicating Up	Communicating Up helps individuals more effectively communicate with their bosses by gaining an understanding of different styles, preferences, and situations and crafting communications accordingly.
Month 10	Managing Complaints	Managing Complaints helps managers effectively handle employee complaints in a manner that supports the employee while maintaining team goals. The course covers how to identify underlying symptoms of complaints and use active listening skills in complaints conversations.
Month 11	Supporting Change	Supporting Change helps managers recognize, understand, and interpret change within their organization so that they can more successfully manage their team throughout the process.
Month 12	Delegating	Delegating helps managers master the skills necessary to effectively assign work to others. This includes determining what to delegate, to whom to delegate, and how to successfully discuss the assigned task.

For more information, contact Acuity Human Resources at 724-776-5533.