

COURSE FEATURES

Leadership

(Recommended 2-day Instructor-Led Course)



Course Overview

The CBP™ Leadership Certification equips the business professional with the skills and characteristics required for effective leadership. Effective leadership skills are in demand in every aspect of business and are recognized as an indispensable element for corporate success.

The CBP™ Leadership certification course covers all of the essentials of today's leaders. This is a hands-on and interactive course that uses real life scenarios to develop practical leadership skills.

Who Should Attend?

This course is recommended for business leaders, senior executives, managers, supervisors, and other professionals in positions of leadership.

Prerequisites

This course is designed for the student who has little or no experience.

Course Materials

Students will receive an official course manual for post-class reference and review.

Certification Preparation

This course prepares candidates to sit the Certified Business Professional exam - **C10-506**

Follow-up Courses

- ☑ Customer Service
- ☑ Sales
- ☑ Business Etiquette and Professionalism
- ☑ Business Communication

Course Outline: CBP™ Leadership

Module 1: Introduction to Effective Leadership

- Leadership Defined
- The Definition of A Leader
- The Definition of A Follower
- Effective Leadership
- Skill, A Developed Talent or Ability
- Responsibilities of A Leader
- Developing a Vision
- Developing a Mission and Goals
- Working Towards Achieving Goals and Objectives
- Building A Cohesive Team
- Identifying and Meeting Team Needs
- Measuring Team Performance
- Holding Team Members Accountable
- Motivating Team Members
- Leadership Potential
- Everyone Can Be A Leader
- Circumstances make and Shape Leaders
- Leaders Embrace Responsibility
- What do you need to be an effective leader?
- Clear Goals
- Training
- Followers
- Leadership vs. Management
- Leaders Lead and Manage

Module 2: Choosing an Appropriate Leadership Style

- The Transitional Nature of Leadership
- What Happens When the Major Goals Are Accomplished?
- Situations May Change
- Leadership Styles
- Relational Support
- Functional Support
- The Follower
- Situational Leadership

Module 3: Developing a Vision & a Mission

- Vision
- Definition
- Purpose
- Direction and Destination
- Passion
- Values
- Guidelines or Standards
- Vision Plan
- Mission
- Goal
- Objectives
- Plans
- Mission plan
- Guidelines for Developing A Mission Plan
- Communication and Vision
- Developing A Clear Vision
- A Vision Culture

Module 4: Effective Decision Making

- Effective Decision Making
- Establishing Criteria
- Rating Criteria
- Problem Identification & Analysis
- Problem Resolution
- A look at Problem Resolution
- Problem Resolution
- Implementation

Module 5: Team Building for Leaders

- Team Building
- Group Vs. Team
- Leading a Team of Leaders
- Responsibilities of a team leader
- Mission, Goals and Objectives
- Team Member Selection Criteria
- Communicate Team Member's Responsibilities
- Meeting Team Needs
- Motivation
- Accountability
- Team Building Benefits
- Accountability
- Ownership
- Authority
- Acceptance
- Collective Approach To Success And Failure
- Team Selection
- The Team member's function
- Capability
- Commitment
- Identifying training needs
- The Benefits Of Diversity
- Size
- Team Communication
- Clearly interpret goals
- Motivating Teams Creating A Learning Environment
 - 4 Basic Needs
- Relevancy
- Autonomy
- Security
- Belonging
- Coaching Teams
- Definition of Coaching
- Developing A Coaching Process
- Develop A Coaching Process As A Leader
- Where And Who Do You Want To Be?
- Why is it important?
- What Action Do You Take To Get There
- Are You In Alignment
- What Changes Need To Be Done To Stay In
- Alignment
- Be Supportive
- A Continuous Process

Module 6: Motivation

- Motivation
- Motivation Defined
- Move to Action
- Desires and Needs
- Encouraging Performance
- Morale
- Improving Morale