

C O U R S E F E A T U R E S

Leadership



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 requires that students meet the following prerequisites:

1. The candidate must have a commitment to the pursuit of excellence.
2. The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

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
- Business Communication

Course Outline: CBP™ Leadership

Module 1: Introduction to Effective Leadership

- Leadership Defined
- Effective Leadership
- Responsibilities of a Leader
- Leadership Potential
- What Do You Need to be an Effective Leader?
- Ethics in Leadership And Why It's Important
- Leadership vs. Management

Module 2: Choosing an Appropriate Leadership Style

- The Transitional Nature of Leadership
- Leadership Styles
- The Follower
- Situational Leadership

Module 3: Developing a Vision & a Mission

- Vision
- Values
- Vision Plan
- Mission Statement
- Communication and Vision

Module 4: Effective Decision Making

- Effective Decision Making
- Problem Identification & Analysis
- Problem Resolution
- Implementation

Module 5: Team Building for Leaders

- Team Building
- Responsibilities of a Team Leader
- Team Building Benefits
- Team Selection
- Team Communication
- Motivating Teams
- Coaching Teams

Module 6: Motivation

- Motivation
- Desires and Needs
- Encouraging Performance
- Morale
- Improving Morale
- Building Loyalty in Teams