

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

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
- Goals
- 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
- 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 Members' Responsibilities
- Meeting Team Needs
 - Motivation
 - Accountability
- Team Building Benefits

Module 6: Motivation	
<ul style="list-style-type: none"> ▪ Accountability ▪ Ownership ▪ Authority ▪ Acceptance <input type="checkbox"/> Collective Approach to Success and Failure <input type="checkbox"/> Team Selection <input type="checkbox"/> The Team Members' Function <input type="checkbox"/> Capability <input type="checkbox"/> Commitment <input type="checkbox"/> Identifying Training Needs <input type="checkbox"/> The Benefits of Diversity <input type="checkbox"/> Size <input type="checkbox"/> Team Communication <input type="checkbox"/> Clearly Interpret Goals <input type="checkbox"/> Motivating Teams <input type="checkbox"/> Creating a Learning Environment <input type="checkbox"/> 4 Basic Needs <ul style="list-style-type: none"> ▪ Relevancy ▪ Autonomy ▪ Security ▪ Belonging <input type="checkbox"/> Coaching Teams <input type="checkbox"/> Definition of Coaching <input type="checkbox"/> Developing a Coaching Process <input type="checkbox"/> Develop a Coaching Process as a Leader <input type="checkbox"/> Where are Who do you Want to Be? <input type="checkbox"/> Why is it Important? <input type="checkbox"/> What Action do you Take to Get There? <input type="checkbox"/> Are You in Alignment? <input type="checkbox"/> What Changes Need to be Made to Stay in Alignment? <input type="checkbox"/> Be Supportive <input type="checkbox"/> A Continuous Process 	<p><u>Module 6: Motivation</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Motivation <input type="checkbox"/> Motivation Defined <input type="checkbox"/> Move to Action <input type="checkbox"/> Desires and Needs <input type="checkbox"/> Encouraging Performance <input type="checkbox"/> Morale <input type="checkbox"/> Improving Morale