



Leadership Skills

Course Overview

TARGET

AUDIENCE—

All employees responsible for leading the activities of a team.

COURSE LENGTH—

Three days

COURSE

DELIVERY—

Fisher Group trainers facilitate in-house sessions or offer a train-the-trainer certification for your organization.

Managers in high performance work systems are required to develop an entirely new set of skills to be successful. Historically, they have been expected to plan, organize, direct and control. In a high performance organization they are expected to provide visionary leadership, to tenaciously pursue excellence and to unleash team energy. Leadership Skills gives managers the skills and tools they need to bridge the gap between their traditional role as a control-based manager and their new role as a commitment-based leader.

Leadership Skills provides the critical skills necessary for effective team leadership:

LEADER — Leaders understand the visible (actions) and invisible (beliefs) elements of leadership. They unleash team energy and enthusiasm by creating a vision that others find inspiring.

RESULTS CATALYST — Leaders are results oriented. They help the team improve performance without resorting to authoritarian methods. Leaders manage by principles rather than by policy, use boundaries rather than directives, and share accountability with those they lead.

FACILITATOR — Leaders make available the necessary tools (meeting preparation, decision making, problem solving, and creativity enhancement), information and resources so that the team can accomplish its goals.

BARRIER BUSTER — Leaders break down artificial walls, open doors, run interference for the team and challenge the status quo. As barrier busters they identify perceived, actual, and self-imposed barriers and enable others to overcome these obstacles. They facilitate conflict resolution between individuals and teams.

BUSINESS ANALYZER — Leaders understand the big picture and translate changes in the business environment into organizational opportunities. They develop and maintain close customer ties, and balance organizational priorities with customer expectations.

COACH — Leaders teach others (coaching to correct, develop and reinforce behaviors), give feedback, and help others develop their potential by creating a learning environment.

LIVING EXAMPLE — Leaders serve as role models by building trust, walking the talk, and demonstrating the behaviors they expect others to exhibit. Effective leadership requires integrity, and high ethical standards.

The Fisher Group, Inc.

PO Box 91452

Portland, OR 97291

503-629-5045

info@thefishergroup.com

www.thefishergroup.com