COURSE SYLLABUS

Applied Leadership & Management Skills (Self-Paced)

Learn how to become an effective leader and manager in a business setting. This course covers different leadership and communication styles and techniques for managing a team with confidence.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/leadership-management-self-paced



support@graduateschool.edu •
(888) 744-4723

Course Outline

Part 1: Leading and Managing Others

- Distinguish leadership from management and recognize which one a situation calls for
- Apply common leadership theories and management approaches to real workplace situations
- Navigate the transition from peer to leader, including new accountabilities and changing relationships
- Make sound decisions using a three-phase process, choose the right strategy for the stakes, and communicate the decision
- Build trust and influence as a leader
- Create a strategic vision and write SMART goals for yourself, individuals, and teams
- Manage competing priorities using proven prioritization frameworks

Part 2: Relationships, Teams, and Communication

- Recognize the four personality types and work styles, and adapt your communication to each
- Establish rapport and trust, listen actively, and uncover what people need to do their best work
- Analyze team dynamics and lead a team through the five stages of team development
- Strengthen team relationships with a team charter and team-building strategies
- Give and receive direction clearly, and deliver feedback people can act on
- Recognize the sources of workplace conflict and choose the right strategy to resolve it