

# Leadership Skills for Non-Supervisors

Develop essential leadership skills to handle diverse personalities, resolve conflicts, and build stronger, more effective teams.

Group classes in Washington, DC and onsite training is available for this course.

For more information, email [onsite@graduateschool.edu](mailto:onsite@graduateschool.edu) or visit: <https://www.graduateschool.edu/courses/leadership-skills-for-nonsupervisors>



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## Course Outline

### Module 1: Leadership Characteristics

- Define leadership and distinguish it from management
- Identify characteristics of effective leaders and team influencers
- Explore personal and positional sources of power
- Understand and apply political savvy in professional settings

### Module 2: Communication and Leadership

- Examine interpersonal communication processes and barriers
- Develop verbal, written, and non-verbal communication skills
- Practice active listening and feedback techniques
- Understand DISC personal styles and how to adjust for effective communication

### Module 3: Conflict

- Identify sources of workplace conflict and analyze resolution styles
- Explore five conflict-handling approaches and when to use them
- Practice collaborative “win-win” strategies through structured exercises
- Develop personal awareness of conflict triggers and responses

### Module 4: Change

- Explore emotional and functional aspects of organizational change
- Understand the stages of change and responses to uncertainty
- Develop tools to manage fear and build resilience during transitions
- Identify characteristics of effective change agents and apply self-leadership strategies

### Module 5: Next Steps

- Reflect on personal leadership growth and lessons learned
- Develop a personal action plan for continued leadership development

- Set realistic goals and overcome barriers to behavioral change