

Time Allocation - Topics

20% B = BELIEF

- Treating others as you see them
- Overcoming workplace negativity
- Showing respect for everyone

20% E = ENTHUSIASM/ENGAGEMENT

- Taking actions that build trust
- Using the five work languages that build cooperation
- Adopting eight enthusiasm skills
- Projecting contagious enthusiasm>

20% L = LISTENING

- Overcoming bad listening habits
- Adopting nonverbal attending behaviors
- Listening with accuracy and empathy
- Asking brave questions

20% I = IMPORTANCE

- Meeting crucial psychological need
- Instilling achievement motivation
- Giving positive feedback that changes others behavior, but costs you nothing

10% E = EXAMPLE

- Setting an example in time of change and crisis what you can say and do and what you cant
- Asking for what you need
- Giving constructive criticism

10% F = FOLLOW-THROUGH

- Keeping promises
- Getting others to keep commitments
- Holding others accountable
- Practicing the consistent-persistent principle

Focus

Primary - Leadership Development

Adaptability, Communication, Creativeness, Developmental Perspective, Empathy, Interpersonal Relations, Judgment, Motivation

Secondary - Planning/Organizing

Decision Making, Use of Authority, Delegation, Direction, Coordination, Guidance, Discipline, Evaluation

Tertiary - Executing/Controlling/Evaluating

Problem Identification, Analysis, Evaluating Alternative Solutions, Developing Specific Plans, Generate and Obtain Plan Support

Level

Introductory

Intermediate

Advanced

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