

## LEADERSHIP FOR LEAD EMPLOYEES I

<p><b>Behavioral Expectations:</b></p> <ul style="list-style-type: none"> <li>• Learn how to make the transition from worker to team leader</li> <li>• Understand the importance of effective communications</li> <li>• Recognize common barriers to the communication process</li> <li>• Provide clear direction and delegate tasks</li> <li>• Develop listening skills</li> <li>• Apply the four step method of on the job training</li> <li>• Learn to instruct team members on maintaining a safe work environment</li> </ul>	<p><b>Module Outline:</b></p> <p><b>Prerequisites: Newly appointed or prospective lead employee</b>  <b>Schedule: Four consecutive weekly sessions. (3 hours each)</b></p> <p>This course is designed for the newly appointed or prospective lead employee. The curriculum will focus on enabling participants to achieve and maintain the difficult balance necessary to function as a worker and as a team leader. This is a skills development course designed to allow each participant the opportunity to learn key steps in the leadership process. Utilizing the skills learned in the session, the participant builds self-confidence.</p> <p><b>Topics Covered:</b></p> <p><b>Role of the Lead Person</b></p> <ul style="list-style-type: none"> <li>• Learn what top management and employees expect of the Team Leader</li> <li>• Making the transition from worker to Team Leader</li> <li>• Understanding the role of the Team Leader</li> <li>• How to get work done through others willingly</li> <li>• Understand the differences between accountability, responsibility, and authority</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Principles of effective communication</li> <li>• Reasons why people listen poorly</li> <li>• ABC's of communication</li> <li>• Barriers to communication</li> <li>• How the grapevine works</li> </ul> <p><b>The Leaders Role in Training</b></p> <ul style="list-style-type: none"> <li>• Do's and don'ts when training</li> <li>• Getting the new employee off to the right start</li> <li>• Knowle's Theory of Adult Learning</li> <li>• Strategies to meet learning conditions</li> <li>• Getting ready to instruct</li> <li>• How to instruct</li> </ul> <p><b>On-The-Job Training Demonstration</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the skills learned in Module Three</li> <li>• Each participant will train another participant in the class</li> <li>• Utilize the four-step skills training method</li> <li>• Feedback provided in class by the instructor</li> </ul> <p><b>Key Learning Points:</b></p> <ol style="list-style-type: none"> <li>1. Understand the importance of communicating expectations to employees.</li> <li>2. How to get work done through others willingly.</li> <li>3. Understand the team leader's role in training and developing team members.</li> </ol>
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