

## Leadership Excellence for Senior Management

### Overview

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To maximize performance and foster a healthy environment, senior managers must also motivate others, nurturing and utilizing the distinctive skills of each team member.

### Target Audience

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Mid- and upper-level managers looking to hone their senior management skills

### Course Objectives

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After completing this course, students will know how to:

- Use wisdom and understanding to lead others
- Deliver constructive critiques to your staff
- More effectively coach and mentor your staff
- Develop new managers
- Better motivate your staff
- Navigate organizational politics

### Course Outline

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#### 1 - Leading Others

Comparing Vertical and Lateral Hierarchies: Leading in Different Structures of Command and Control  
Leveraging Your Organization's Structure  
Knowing Your Employees – Developing Empathy  
Beginning with the End in Mind and Back-Casting to the Desired Future State  
Setting S.M.A.R.T. Goals  
Earning Your Team's Trust with Honesty, Reliability, Availability, and Openness

#### 2 - Strategies for Course Correction

Lighting a Fire: Motivating, Guiding, and Inspiring  
Resolving Conflict: Forcing, Accommodating, Avoiding, Compromising, and Collaborating  
Changing the Script: Trusting Your Team, Empowering Delegation, Celebrating Success, and Building & Reinforcing Your Team  
Defining Team Roles and Creating a Balanced Team

### **3 - Effective Coaching and Mentoring**

Providing Clear and Timely Feedback  
Creating a Supportive Environment  
Building a Mentorship Plan - Mentoring for Success

### **4 - Training New Managers**

Preparing, Developing, and Supporting New Managers  
Defining and Building Competencies  
Documenting Best Practices while Rewarding and Emulating Effective Managers  
Encouraging a Peer Network

### **5 - Motivation**

Understanding the 8 Level Hierarchy of Needs  
Managing Across Generations  
Applying the CARE Model

### **6 - Organizational Politics**

Being Politically Savvy, Ethical, and Effective  
Building Political Intelligence  
Understanding the Landscape

### **7 - The Big Picture**

Thinking Through the Elements of Management

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