

Servant Leadership In 7 Steps

(Seven Live Virtual Sessions)

Day 1-What is Servant Leadership? (4 hours)

- 5 core values
- 4 essential skills
- 11 Authentic core responses
- The servant leader pyramid of characteristics

Day 2-How To Be A Better Communicator (2.5 hours)

- How to insure you are credible and reliable
- How to be an active listener
- How to build cooperation and support from co-workers
- How to have influence with people
- 15 vital interpersonal skills

Day 3-Conflict Resolution And Confrontation Management (2.5 hours)

- The importance of conflict management
- Conflict management strategies
- Managing emotions during conflict
- How to take care of yourself
- 8 causes of team conflict

Day 4-Change and Stress Management (2.5 hours)

- How to respond to change
- Why some people thrive on change
- Understand the resistance to change
- Signs of excessive stress
- How to change habits

Day 5-How to Build A Strong Team (2.5 hours)

- 7 traits of a real team
- 11 keys to build trust
- Difference between groups and teams
- Understanding the different generations
- Understanding different personality styles

Day 6-How To Effectively Coach And Mentor (2.5 hours)

- What coaching is and is not
- What employees need from coaching and mentoring
- Documenting tips and tactics
- Getting to the root cause of poor performance
- 15 warning signs that a performance problem is coming
- Good questions to keep employees engaged

Day 7-Your Best Year Yet (2.5 hours)

- Why do people get away from personal goals
- How to overcome “excusitis”
- How to motivate employees
- How to set successful goals
- 10 questions to change a life

