



TO REGISTER:

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ESSENTIAL SKILLS OF LEADERSHIP

UNA East Campus, Room 101, 1640 Tune Ave., Florence, AL 35630
Tuesday, November 10, 2009: 5:00 – 9:00 p.m. (Course No. 09-LD1110)
Cost: \$139

Instructor: Captain Ron Tyler, Florence Police Department

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This program uses a technique called behavior modeling that has been proven effective with all types of team leaders in all kinds of situations over and over again. If you give this program the effort it deserves, it will prove beneficial for you. There are several potential benefits from participating in this workshop. Some of the benefits are:

1. It will improve your relations with your team members.
2. Your team members' productivity will increase because of improved relations between you and your team members.
3. Your productivity will increase because of improved relations between you and your team members.
4. It will reduce the amount of stress in your work.

This module will help you learn how to use three essential skills:

1. Maintain and Enhance Team Member Self-Esteem
This is probably the single most important skill a manager or team leader can have. It is the ability to provide direction, evaluate performance, correct work habits, deal with complaints, and resolve conflicts while supporting a team member's sense of self-respect and dignity.
2. Focus on Behavior
Problems on the job are solved more effectively and less stressfully when managers and team leaders deal with what people do rather than with their attitudes or personal characteristics.
3. Encourage Team Member Participation
Involving team members in decision-making, problem solving, and other non-routine, on-the-job activities are one of the manager's or team leader's key motivational tools

Note: This is one of twelve courses in the Certificate in Leadership required curriculum. You DO NOT have to be a participant in the Certificate in Leadership program to register for this class.

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