

AIDT Leadership Skills 1 Outline
July 2022

- I. Leading people
 - A. Leadership overview
 - B. Evolution of leadership
 - 1. Defining leadership
 - 2. Characteristics of a leader
 - 3. Modern leaders
 - C. Roles and responsibilities
 - 1. Motivator
 - 2. Decision-Maker
 - 3. Evaluator
 - 4. Communicator
 - D. Situational leadership
 - 1. Telling
 - 2. Selling
 - 3. Participating
 - 4. Delegating
 - E. An introduction to Kouzes and Posner
 - 1. Model the way
 - 2. Inspire a shared vision
 - 3. Challenge the process
 - 4. Enable others to act
 - 5. Encourage the heart
 - F. Developing your leadership abilities
 - 1. The Circle of Influence
 - 2. Thinking outside the box
 - 3. The Pareto Principle
 - 4. Encouraging growth in others
 - 5. Empowerment
 - 6. Creating mutual respect
 - 7. The importance of trust
 - 8. Sharing rewards
 - 9. Celebrating accomplishments
 - 10. Making celebration part of your culture
 - 11. Creating an impact

- II. Communication
 - A. What is communication?
 - B. How do we communicate?
 - C. Understanding communication barriers
 - D. Paraverbal communication skills
 - 1. Pitch
 - 2. Tone
 - 3. Speed

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- E. Non-verbal communication
 - 1. All about body language
 - 2. Interpreting gestures
 - F. Listening and Hearing
 - 1. Active listening
 - 2. Benefits of Active Listening
 - 3. Tips for Active Listening
 - 4. Tips for Conveying Clear Messages
 - 5. Comparison of Poor Listener and Active Listener
 - G. Asking good questions
 - 1. Open
 - 2. Closed
 - 3. Probing
 - H. Written communication
 - 1. Spelling and Grammar
 - 2. Writing e-mails
 - I. Giving Feedback
 - 1. The Stages of Effective Feedback
 - 2. When Should Feedback Occur?
 - 3. Informal Vs. Formal Feedback
 - 4. Preparing and Planning
 - 5. During the Feedback Session
 - 6. What Not to Do During Feedback
 - 7. After the Session
- III. Teamwork
- A. What is a team?
 - B. Types of teams
 - 1. Traditional
 - 2. Self-directed
 - 3. E-teams
 - C. Making Meetings Work
 - D. How to Make Meetings Work
 - 1. Before the Meeting
 - 2. During the Meeting
 - 3. After the Meeting
 - E. Solving problems as a team
 - 1. The Six Thinking Hats
 - 2. Encouraging brainstorming
 - 3. Collaboration
 - F. Encouraging teamwork

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- IV. Leading multiple generations
 - A. Multi-generational teams
 - 1. Baby Boomers
 - 2. Generation X
 - 3. Millennials
 - 4. Gen Zs
 - B. Potential differences in attitude
 - 1. Respect
 - 2. Loyalty
 - 3. Work Ethic
 - C. Potential differences in communicating
 - 1. Communication preferences
 - 2. Feedback
 - 3. Speaking up to authority
 - D. Motivate each generation
 - E. Unite employees of all ages
 - 1. Share Knowledge
 - 2. Build Community
 - F. Comparison and summary of the generations