

AIDT Leadership Skills 2 Outline  
Leading Through Others  
May 2024

- I. Personality Style Inventory
  - A. Extroverts/Introverts
  - B. Sensors/Intuitives
  - C. Thinkers/Feelers
  - D. Judgers/Perceivers
  
- II. Adapting to Change
  - A. Introduction
  - B. What Does It Mean to Be Adaptable?
    - 1. Definition
    - 2. Adaptability Is a Power Skill
  - C. Examples of Workplace Adaptability
    - 1. Expect the Unexpected
    - 2. Have a Backup Plan
    - 3. Think on Your Feet
  - D. Why Do We Struggle with Change?
  - E. Why is Change Unsettling?
  - F. Five Reaction Stages to Change
    - 1. Shock and Denial
    - 2. Anger and Frustration
    - 3. Bargaining and Negotiation
    - 4. Depression and Detachment
    - 5. Acceptance and Moving Forward
  - G. Four Strategies for Accepting Change
    - 1. Write Down Your Emotions
    - 2. Seek Information
    - 3. Focus on What You Can Control
    - 4. Consider the Positives
  - H. Leading Others Through Change
    - 1. Managing Change
    - 2. Tools to Help the Change Process
  - I. Helpful Strategies & Hints

AIDT Leadership Skills 2 Outline  
Leading Through Others  
May 2024

- III. Conflict Management
  - A. An Introduction to Conflict Resolution
    - 1. What is Conflict?
    - 2. What Causes Conflict?
    - 3. When Should You Step In?
    - 4. What is Conflict Resolution?
  - B. Approaches to Conflict Resolution
    - 1. Negotiation
    - 2. Competition
    - 3. Avoidance
    - 4. Compliance
  - C. Dealing with Upset Employees
    - 1. Behaviors to avoid
  
- IV. Motivating and Coaching Employees
  - A. What is Motivation?
  - B. Extrinsic vs Intrinsic Motivation
  - C. Creating A Motivating Environment
    - 1. Provide Interesting and Stimulating Work
    - 2. Set Challenging but Achievable Goals
    - 3. Provide the Right Rewards
  - D. Coaching
    - 1. What is Coaching?
    - 2. Introducing the G.R.O.W. Model
    - 3. Identifying the First Step
    - 4. Getting Motivated
    - 5. Reaching the End
    - 6. Transitioning the Employee