



# Interpersonal Leadership Skills

## ***How Your Organization Will Benefit***

When you implement Interpersonal Leadership Skills, your organization will benefit from:

- Improved individual and team performance through a greater awareness of how to effectively and appropriately adapt leadership styles to changing situations
- Higher team morale and increased retention rates by identifying and addressing issues having a negative impact on an individual's performance or on the team's ability to reach an objective
- Greater commitment to the organization through leadership skills and activities that emphasize commitment to the team member's success
- Stronger teamwork and emotional intelligence skills that help create an immediate and long-term collaborative spirit among leaders, their teams, and their individual team members
- Higher levels of productivity by demonstrating leadership strategies that address difficult issues and situations before they become major problems
- Collaborative problem-solving skills that demonstrate respect for the individual and the individual's ideas

## ***Program Highlights***

During this highly interactive workshop, participants will enhance their ability to:

- Adapt to team member expectations while ensuring continuous improvement of the team
- Understand the most effective leadership styles, including their own
- Adapt their own leadership style to build trust, collaboration, and teamwork
- Proactively address difficult or recurring situations before they become major problems
- Step Up to face an issue or challenge by acknowledging the situation and proactively begin the process of identifying the core issue at the heart of the problem
- Step In by engaging in a straightforward but respectful conversation about the problem while maintaining calm in the face of often highly emotional attitudes and responses
- Step Forward by collaborating on a solution and demonstrating commitment to the individual and the team
- Build trust through its key components of transparency, reliability, and results
- Manage assumptions by considering the "filters" we use to process our thoughts and perceptions and by assessing the emotions one may be feeling at any particular moment
- Maintain calm in the face of highly emotional interactions by recognizing and defusing the signals that can lead to intense emotional reactions

## ***How Learning Takes Place***

Interpersonal Leadership Skills offers a comprehensive approach to improving the coaching performance and effectiveness of those in leadership positions. The program ensures that participants master the skills and concepts presented by employing a variety of interactive training methods:

- A prework assignment to set the stage for a successful learning experience
- Short readings to familiarize participants with program skills and concepts
- Applications exercises to enhance participants' understanding of how to apply program skills
- Video and audio to illustrate skill use in realistic situations
- Discussion to explore ideas and share best practices
- Group exercises to reinforce skill use
- Case studies and role plays to apply program concepts and skills to real-world situations
- Practice exercises to allow participants to practice and evaluate their skill use in realistic interactions