

Course overview

Leadership and Management Skills for Non-Managers (HF394)



This course introduces non-managers to the fundamentals of leadership and management. Through highly interactive activities, self-assessments, and discussions, participants learn how to lead from their role in the organization. Skills introduced include communicating effectively, aligning one's goals with the organization's mission, goals, and objectives, solving problems, making decisions, working in teams, building relationships throughout the organization, and creating and implementing change in their organization.

Audience

- This course is intended for individuals who are not in managerial positions, but who need to get work done through others

Prerequisites

- None

Course Objective

Learn how to:

- Use effective communication techniques to improve results
- Identify opportunities to enhance cooperation among their colleagues
- Manage the day-to-day challenges of leading a team
- Use effective strategies for organizing projects and negotiating resources
- Apply problem solving and decision making skills to accomplish tasks
- Assess their organization's ability to be flexible and open to new ideas
- Create and implement change in their organization

Benefits to You

Develop specific competencies in:

- Continual learning
- Flexibility
- Integrity/Honesty
- Leveraging diversity
- Accountability
- Decisiveness
- Problem solving
- Interpersonal skills

Why education services from HP?

- **One-Stop Shopping**
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Course Title: Leadership and Management Skills for Non-Managers

HP Product Number: HF394

Category/Subcategory: Business Leadership / Business Leadership

Course Length: 3 days

Level: Beginning Level of Proficiency

Delivery Language: Varies by country

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: Other Business Leadership courses

Detailed Course Outline

Day 1

Overview

- Leading from your role in the organization
- Management vs. leadership
- Leadership and management focus areas
 - Self-management
 - Organization awareness
 - Problem solving and decision making
 - Working in teams
 - Building relationships
 - Managing change

Self-Management

- What is self-management?
- Characteristics and sources of feedback
- Self-awareness, self-control, flexibility, and self-development techniques
- Assessment of leadership style
- The nine roles of the value-driven leader

Day 2

Organization Awareness

- Understanding organizational structures
- Understanding the organization's environment

Problem Solving and Decision Making

- Steps in problem solving
- Conceptual blocks that inhibit creative problem solving
- Applying creativity to problem solving and decision making
- Ethical decision making

Working in Teams

- Characteristics of effective teams
- Benefits of teams
- Five main team types
- Establishing ground rules for teams
- Roles and responsibilities in teams
- Defining team dynamics
- Planning and organizing projects

Day 3

Building Relationships

- Channels of communication
- Listening skills
- Emotional barriers to communication
- Understanding the power of networking
- Leading without authority – sources of power
- Managing up

Managing Change

- Understanding the benefits of change
- Roadblocks to change
- Preparing to change
- Key steps to successful organizational change
- Overcoming resistance to change

Participants will develop a personal action plan and apply learned skills in the workplace

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