



Leadership Series

(2 day Instructor-Led Course)

Course Overview

The CBP™ Leadership Certification equips the business professional with the skills and characteristics required for effective leadership. Effective leadership skills are in demand in every aspect of business and are recognized as an indispensable element for corporate success.

The CBP™ Leadership certification module covers all of the essentials of today's leaders. This is a hands-on and interactive module that uses real life scenarios to develop practical leadership skills.

Who Should Attend

This course is recommended for business leaders, senior executives, managers, supervisors and other professionals in positions of leadership.

Prerequisites

There are no prerequisites.

What You Will Receive

Each student will receive a copy of the course manual for post-class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional exam - E10-706

Follow-Up Courses

- Customer Service Series
- Sales Series
- Business Etiquette and Professionalism Series
- Business Communications Series

Course Outline: CBP™ Leadership Series

Module 1: Introduction to Effective Leadership

- What is Leadership
- The definition of a leader
- The definition of a follower
- Characteristics – Features that distinguish effective leaders
- Skill - A developed talent or ability
- Developing a Vision
- Developing a Mission
- Working towards achieving goals
- Building a cohesive team
- Identifying and meeting team needs
- Setting standards for measuring team performance
- Accountability
- Motivate
- Everyone can be a leader
- Circumstances shape leaders
- Leaders embrace responsibility
- Clear Goals
- Training
- Followers
- Leadership vs. Managing

Module 2: Choosing the Appropriate Leadership Style

- The Transitional Nature of Leadership
- Leadership Styles
- Relational Support
- Function Support
- Telling: High Functional, Low Relational
- Selling: High Functional, High Relational
- Participating: Low Functional, High Relational
- Delegating: Low Functional, Low Relational
- The Follower
- Committed Novice: Low Capability, High Motivation
- Uncommitted Expert: High Capability, Low Motivation
- Committed Expert: High Capability, High Motivation
- Uncommitted Novice: Low Capability, Low Motivation
- Situational Leadership

Module 3: Developing a Vision & a Mission

- Direction and Destination
- Passion
- What are values?
- Vision Quest
- Mission Statement
- Develop a mission plan
- Effectively communicate vision as a leader

Module 4: Effective Decision Making

- Problem Identification & Analysis
- Recommending Problem Resolution Guidelines
- Problem Resolution
- Establishing decision making criteria
- Establishing Criteria
- Rating Criteria
- Risk Analysis – How risky is the decision
- Cost factors - What are the costs of implementing the decision?
- Problem Resolution
- Implementing your decision
- Procurement Plan
- Human Resource Management Plan
- Project Cost Constraints and Assumptions

Module 5: Team Building for Leaders

- Team Building
- Mission, Goals and Objectives
- Team member selection criteria
- Communicate team member's responsibilities
- Meeting team needs
- Motivation
- Accountability
- Benefits of Team Building
- Collective approach to success and failure
- Team selection
- Team communication
- Motivating teams
- Coaching teams
- Creating a learning environment – 4 basic needs

Course Outline: CBP™ Leadership Series

Module 6: Motivation

- Defining motivation
- Desires and needs
- Encouraging performance
- Improving morale
- Building loyalty in teams