



# Leadership Training x 2 days

Explore effective leadership - directing and managing others through negotiation, motivation & process application, while avoiding conflict.

**Day 1: Comprehending Leadership Basics**

- + Review of empowerment & client centered leadership models
- + Making meetings matter
- + Understanding how to direct another's performance
- + Practical interventions to assist with orientation of new employees, resolve issues, and uphold standards of performance

**Day 2: Responding to Challenges**

- + Learn characteristics of aggressive, passive & assertive personalities
- + Examine the non-verbals you may be communicating or interpreting in others
- + Develop skills for responding to difficult persons
- + Learn to prepare, recognize and manage conflict situations
- + Implementation of process vs person to resolve issues.

★Recommended Option

Target	Front-Line Staff	Registered Staff	Managers
		● ★	●

Schedule	1 Hr *	1½ Hr *	3 Hr *	Full Day	Multi-Day
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\*can be repeated multiple times throughout the day.

Extras	Handouts	Posters	Certificates	Info Binders
	●	●		

NOTES:



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