

CBP Leadership



Course overview

This module will introduce you to the requirements of leaders and assist you in developing the skills and characteristics needed for effective leadership. The leadership 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 candidates who wish to specialize in a specific business skills segment.

Prerequisites

This course is designed for the student who has little or no experience.

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 – C10-506.

Follow-up courses

- Customer Service
- Sales
- Business Etiquette
- Business Communication
- Project Management

Course Outline: CBP™ Leadership

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 developing talent or ability
- Developing a vision
- Developing a mission
- Working towards achieving goals
- Building a cohesive team
- Identifying and meeting team needs
- Set 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 functional
- Selling - high functional, low functional
- Participating – low functional, high functional
- Delegating - low functional, high functional
- The follower
- Committed novice – low capability, high motivation
- Committed expert – high motivation – high capability
- Uncommitted novice – low capability- low motivation
- Uncommitted expert – high motivation – low capability
- Situational leadership

Module 3: Developing a vision and a mission

- Direction and destination
- Passion
- What are values?
- Vision quest
- Mission statement
- Develop a mission plan
- Effectively communication vision as a leader

Module 4: Effective decision making

- Problem identification & analysis
- Recommending problem resolution guidelines
- Problem resolution
- Establishing decision making criteria
- Rating criteria
- Risk analysis
- Cost factors- what are the costs of implementing the decision?
- Problem resolution
- Implementing your decision

Module 5: Team building for leaders

- Team building
- Missions, goals, objectives
- Team member selection
- Motivation
- Accountability
- Ownership
- Acceptance
- Authority
- Team selection
- Team communication
- Motivating teams
- Relevancy
- Autonomy
- Security
- Belonging
- Loyalty
- Coaching

Module 6: Motivation

- Motivation
- Desires and Needs
- Encouraging performance
- Morale
- Loyalty