AIDT Leadership Skills 2 Outline

Leading Through Others

May 2024

I. Personality Style Inventory

A. Extroverts/Introverts

B. Sensors/Intuitives

C. Thinkers/Feelers

D. Judgers/Perceivers

II. Adapting to Change

A. Introduction

B. What Does It Mean to Be Adaptable?

1. Definition

2. Adaptability Is a Power Skill

C. Examples of Workplace Adaptability

1. Expect the Unexpected

2. Have a Backup Plan

3. Think on Your Feet

D. Why Do We Struggle with Change?

E. Why is Change Unsettling?

F. Five Reaction Stages to Change

1. Shock and Denial

2. Anger and Frustration

3. Bargaining and Negotiation

4. Depression and Detachment

5. Acceptance and Moving Forward

G. Four Strategies for Accepting Change

1. Write Down Your Emotions

2. Seek Information

3. Focus on What You Can Control

4. Consider the Positives

H. Leading Others Through Change

1. Managing Change

2. Tools to Help the Change Process

I. Helpful Strategies & Hints

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III. Conflict Management

A. An Introduction to Conflict Resolution

1. What is Conflict?

2. What Causes Conflict?

3. When Should You Step In?

4. What is Conflict Resolution?

B. Approaches to Conflict Resolution

1. Negotiation

2. Competition

3. Avoidance

4. Compliance

C. Dealing with Upset Employees

1. Behaviors to avoid

IV. Motivating and Coaching Employees

A. What is Motivation?

B. Extrinsic vs Intrinsic Motivation

C. Creating A Motivating Environment

1. Provide Interesting and Stimulating Work

2. Set Challenging but Achievable Goals

3. Provide the Right Rewards

D. Coaching

1. What is Coaching?

2. Introducing the G.R.O.W. Model

3. Identifying the First Step

4. Getting Motivated

5. Reaching the End

6. Transitioning the Employee