

# LEADERSHIP TRAINING AT THE UT SPACE INSTITUTE



Location | **UT Space Institute**  
411 B. H. Goethert Parkway  
Tullahoma, TN 37388

Course Fee | **\$500**

Contact | **Kevin Cooper at**  
[kevin.cooper@tennessee.edu](mailto:kevin.cooper@tennessee.edu)

**Why invest in your leadership?** An engaged workforce produces more, innovates more and costs less overall than an un-engaged workforce. The greatest tools you have to engage your whole team are your leaders. Equipping them to be more effective through better communications, better coaching skills, conflict resolution and other basic leadership skills, gives you a competitive advantage in today's tight labor market. This training gets you started with 2 of the most requested training programs. Reinforcement of classroom learnings is emphasized as part of this curriculum.

**Who Should Attend?** Managers, Supervisors and Group Leaders wanting to improve their basic leadership skill set.

Day 1 | **Aug 28<sup>th</sup>, 2018 - 10:00 AM to 2:30 PM**

- **Essential Skills of Leadership**
  - Manage your team while enhancing team members' self-esteem
  - Effectively solve problems by focusing on team members' behavior
  - Encourage team member participation

Day 2 | **Sept 11<sup>th</sup>, 2018 - 9:00 AM to 4:30 PM**

- **Review and discuss homework from Essential Skills of Leadership**
  - Essential Skills of Communication
  - Communicate clearly and concisely
  - Understand and manage your nonverbal communication
  - Effectively communicate through listening

Day 3 | **Sept 25<sup>th</sup>, 2018 - 10:00 AM to 2:30 PM**

- **Review and discuss homework from Essential Skills of Communication**

## **ADDITIONAL LEADERSHIP TRAINING MODULES**

### **EFFECTIVE DISCIPLINE**

- Encourage self-discipline
- Deliver disciplinary actions to team members
- Use discipline as a positive growth experience

### **IMPROVING WORK HABITS**

- Distinguish between performance and work habits
- Recognize poor work habits
- Effectively coach to improve work habits

### **COACHING JOB SKILLS**

- Identify team member difficulties that hinder team success
- Build improvement plans by observing team member performance
- Effectively coach job skills

### **PROVIDING PERFORMANCE FEEDBACK**

- Develop a collaborative feedback process
- Get team members' buy-in
- Implement a systematic approach to performance improvement

### **SUPPORTING CHANGE**

- Understand and facilitate the three phases of change
- Develop strategies for effectively communicating and supporting change
- Build team member buy-in to change

### **DEVELOPING PERFORMANCE GOALS & STANDARDS**

- Define goals, objectives and performance standards
- Identify and set performance standards
- Involve team members in creating individual performance standards

### **COMMUNICATING UP**

- Plan for effective communication with supervisors
- Build consensus around goals, objectives and action plans
- Recap communications for clarity and consistency

### **RESOLVING CONFLICTS**

- Recognize conflicts before they become problems
- Identify the source of team member conflicts
- Use effective communication to resolve conflict

### **MANAGING COMPLAINTS**

- Empathetically listen to team members' complaints
- Find the root cause of an issue
- Effectively resolve workplace problems

### **DELEGATING**

- Delegate for optimal time management, job satisfaction and productivity
- Develop processes that ensure the involvement and success of your team members