

# Courses

- Session 1: Listen as a Leader
- Session 2: Communicating as a Leader
- Session 3: Defining Leadership, Management, and Supervision: What Are They and How Do We Do It?
- Session 4: Defining Leadership, Management, and Supervision: The Adaptable Mindset
- Session 5: Integrating IQ, EQ, and Personality into Leadership
- Session 6: Building Teams; Training, Coaching, and Delegation; Collaboration and Goal Setting
- Session 7: Systems Thinking; Following and Giving Directions
- Session 8: Dealing with Conflict with Direct Reports, Peers, and Supervisors; Difficult Conversations
- Session 9: Understanding Diversity as a Leader
- Session 10: Leading Change and Continuous Improvement
- Session 11: Problem Solving and Critical Thinking for Leaders
- Session 12: In Class Business Case Study, Leadership Perspective and Integrity



## Leading Through People & Processes

*A collaborative  
partnership between:*

