



Essential Leadership Skills That Every Manager Requires

Do you know the basic skill set that every leader needs? The Vital Leadership skills courses are valuable for any leadership training program. Whether it is to learn communicating properly, delegating successfully or supporting change in the workplace, these courses develop leadership skills at every level, from new managers to experienced pros who need to sharpen their abilities.

Are you looking for a learning program that provides the basic leadership skills every manager should master? Choose from the following courses to ensure your managers develop the leadership skills they will use on a day-to-day basis. Each course is part of the foundation your managers need to build a solid team.

Find the right leadership development courses to meet your needs.

FOUNDATIONAL SKILLS

Essential Skills Of Leadership

Learn to:

- Manage your team while enhancing team member self-esteem
- Effectively solve problems by focusing on team member behavior
- Encourage team member participation

Essential Skills Of Communicating

Learn to:

- Create a culture of open communication
- Communicate clearly and concisely
- Understand and manage your nonverbal communication
- Effectively communicate through listening

WORKPLACE EFFECTIVENESS

Communicating Up

Learn to:

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

Supporting Change

Learn to:

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

Managing Complaints

Learn to:

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

Improving Work Habits

Learn to:

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

Resolving Conflicts

Learn to:

- Recognize conflicts before they become problems
- Develop the skills needed to identify the source of team member conflicts
- Use effective communication and management techniques to resolve conflict

Effective Discipline

Learn to:

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

MANAGING PERFORMANCE

Developing Performance Goals & Standards

Learn to:

- Define goals, objectives and performance standards
- Identify and set performance standards
- Involve team members in creating individual performance standards
- Monitor team members' progress toward their goals during individual review meetings

Coaching Job Skills

Learn to:

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

Delegating

Learn to:

- Delegate for optimal time management, job satisfaction and productivity
- Develop processes that ensure the involvement and success of your team members in performing delegated tasks
- Design a framework to develop responsibility, accountability and the personal growth of your team members

Providing Performance Feedback

Learn to:

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

THE ACHIEVEMENT PATH™



The graphic depicts the Vital Leadership Achievement Path™, the five-step process for leaders to effectively handle a variety of situations. This Path, from the base of the hill to the top (which is the goal) represents an interaction between a leader and his or her team member.

The process for every unit fits into this same five-step structure. The thing that changes in each unit is the specific skill or action required for each step. This is called the Skill Point.

In each unit, participants learn the unit-specific sequence of Skill Points. Over time, participants develop a simple, structured, and effective way to handle different types of situations. For example, in the *Delegating* unit, participants develop the skills to effectively delegate tasks to their team members. In the *Resolving Conflicts* unit, participants develop the skills to handle and resolve a conflict between two or more team members.

The key takeaway is that the Achievement Path™ is a simple and flexible tool to help participants learn, remember and apply the unit Skill Points. The Achievement Path™ equips participants with a process that can use to handle a variety of specific and unique issues.

THE FOUNDATIONAL SKILLS OF LEADERSHIP AND COMMUNICATION

- **Essential Skills Of Leadership**
 - Maintain Or Enhance Team Member Self-Esteem
 - Focus On Behavior
 - Encourage Team Member Participation
 - Lead Effective Meetings
- **Essential Skills Of Communication**
 - Craft Clear And Concise Messages
 - Deliver Messages Designed For The Team Member
 - Manage Non-Verbal Behaviors
 - Listen To Communicate

TYPICAL UNIT ORGANIZATION

- Introduction
- Key Concepts
- Skill Points
- Foundation Skills
- Positive Model
- Skill Practice
- Reinforcement
- Summary

UNIT FACILITATOR KIT: \$800



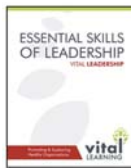
Facilitator Guide

- Step-by-step guide and instructions to successfully facilitate a Vital Learning course.
- Includes a Resource USB that contains course videos, facilitator resources, and participant resources.
- Includes access to the facilitator resources and streaming videos available online on Vital Hub.

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points.
- Provides video segments that focus on modeling positive behavior for skill practices.
- Offers scenarios for both office and industrial/other settings. *Certification is not required.*

UNIT PARTICIPANT WORKBOOK: \$98



Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis.
- Offers a job aids section with tools and resources for applying course skills.
- Includes access to "Training Boost" Reinforcement app.
- Includes access to the Participant resources available on Vital Hub.

START-UP IMPLEMENTATION: \$4,200

Six Facilitator Kits

- Essential Skills Of Leadership
- Essential Skills Of Communicating
- Four selected units

COMPLETE IMPLEMENTATION: \$8,000

All 12 Facilitator Kits

USER AGREEMENT

- **Agreement to honor Vital Learning's copyrights**
 - User acknowledges that all copyrights in Vital Learning training materials are the exclusive property of Vital Learning or its Alliance partners.
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TERMS AND CONDITIONS

- All orders are on a prepaid basis.
- Delivery is three weeks after receipt of payment.
- Price does not include shipping charges and taxes.
- Price subject to change without notice.

ONLINE COURSES

<https://clsasia.imscheckout.com/Course/index>



www.cls-asia.net [www.fb.com/CLSAsia](https://www.facebook.com/CLSAsia)

Singapore: 391B Orchard Road #23-01, Ngee Ann City Tower B, Singapore 238874

Tel: (65) 6286-5833 Fax: (65) 6286-5733 Email: asksg@cls-asia.com

Hong Kong: Suite 2201, Tower Two, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong

Tel: (852) 2892-7305 Fax: (852) 3007-4512 Email: askhk@cls-asia.com