

Managing People: Leadership

Day 1

1:00 p.m. to 4:45 p.m. Eastern time

1. **Introduction** (30 Minutes)
 - a. Introduction of Program and Participants

2. **What is Leadership** (60 Minutes)
 - a. Small Group Activity
 - Break** (10 Minutes)
 - b. Class discussion

3. **Leadership: An Example** (35 Minutes)
 - a. Individual Activity
 - b. Small group discussion
 - c. Class Discussion
 - Break** (15 Minutes)

4. **Communications Model** (75 Minutes)
 - a. Short Lecture
 - b. Small Group Discussion
 - c. Class Discussion
<https://www.youtube.com/watch?v=Ofp-g-3upz8>

Day 2

1:00 p.m. to 4:45 p.m. Eastern time.

- 5. Critical Moments and the Development of Leadership** (50 Minutes)
- a. Short Lecture
 - b. Individual Activity
 - c. Small group discussion
 - d. Class discussion
- Break** (10 minutes)
- 6. Managing Critical Moments** (30 minutes)
- a. Short Lecture
 - b. Class discussion
- 7. Case Study: A New Supervisor** (90 minutes)
- a. Small Group Discussion
 - b. Class discussion
- Break** (15 minutes)
- c. Small group discussion
 - d. Role plays
 - e. Class discussion
 - f. Demonstration
- 8. Summary and Evaluation** (30 minutes)