Managing People: Leadership

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

1. Introduction
   a. Introduction of Program and Participants

2. What is Leadership
   a. Small Group Activity
   
   Break

   b. Class discussion

3. Leadership: An Example
   a. Individual Activity
   b. Small group discussion
   c. Class Discussion
   
   Break

4. Communications Model
   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)