Essentials of Leadership (Pre-Requisite Course)

**Learning Objectives**

- Evaluate your use of key leadership behaviors and identify your strengths and areas for development.
- Use the interaction process to achieve business objectives and enhance working relationships.
- Use a technique—STAR—to provide meaningful, supportive feedback.

**Course Description**

This foundation course for all Interaction Management courses teaches leaders how to get results through people. It helps leaders build strong working relationships and enhance the efficiency and effectiveness of their interactions. This course simulates a day in the life of a typical leader. Learners assume the role of the leader and interact with their manager, peers, and direct reports as they navigate through the course learning and practicing effective interaction skills.

**Key Principles**

- Maintain or enhance self-esteem.
- Listen and respond with empathy.
- Ask for help and encourage involvement.
- Share thoughts, feelings, and rationale. (to build trust)
- Provide support without removing responsibility. (to build ownership)

**Interaction Process**

**STAR Feedback**

**Resources (for learner):**

- Development Activities
- Discussion Planner
- Job Aid
- Interaction Process
- Key Principles Self-Evaluation
- Agenda for Meeting with Manager
- STAR Form

**Resources (for managers of learners):**

- Management Support Tool
- Tips for Giving Feedback

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