

SPARTANBURG DEVELOPMENT ASSOCIATION WORKSHOP

Peer Leadership Skills

This three-day class provides lead workers with a better understanding of the unique demands of their position and to provide specific techniques that will help them perform more effectively. This seminar focuses on changing relationships for leads/group leaders, the expectations and limitations of the position, and communication demands from employees and management.

(NOTE: Participants should be non-exempt personnel with responsibility for assigning work and leading co-workers in a work area or project team.)

Highlights

- Responsibilities and expectations of a leader
- Common mistakes leaders make
- The 'laws' of leadership
- Understanding power without authority
- Achieving results with your team
- Solving problems using: 'fishbone' diagrams, '5 whys,' and 'Plan, Do, Check, Act' problem solving process
- Making continuous improvement happen
- Communicating with results through: active listening, discussing clear expectations, giving positive and negative feedback, and giving praise
- Communicating information and assignments in team 'huddle' meetings
- Dealing with conflict and other situations

2012 dates: March 27-29, or June 26-28, or November 28-30 (8:30 a.m. to 3:30 p.m. each day)

Location: Class will be held at the SDA office located at 1004 South Pine Street, Spartanburg.

Fee: Members, \$645 per person; non-members, \$900 per person

Instructor: Mike Blackwell

Register: To register, call the SDA at 864/585-1007.

Custom delivery: This workshop can be tailored to meet your company's needs. It can be delivered at your facility, or off-site at the SDA. Please contact the SDA for more information.