

**NDIDA  
LIFELONG PROFESSIONAL  
LEARNING PROGRAM**

**LEADERSHIP COURSE**

**A career-enhancing series of classes  
open to ALL NDIDA dealership personnel!**

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**LEADERSHIP COURSE CURRICULUM**

(Order of presentation may be rearranged at the discretion of the facilitator.)

- Day 1**
- Course Introduction and Overview**  
Personal Introductions
- Understanding Your Leadership Style**  
Discovering Yourself  
Understanding the needs of others
- Day 2**
- The Leader as a Linking Pin (to management)**  
Making the transition to supervision  
Clarifying your supervisor's expectations  
Developing a supportive relationship with your boss  
Effective communication with your boss
- The Art of Delegation**  
Are you overworked or underleading?  
Deciding to let go  
Deciding what to delegate

(continued . . .)

- Day 3**                    **The Three C's of Leadership  
(Coaching, Counseling, and Confronting)**  
Planning for employee confrontation  
The documentation process  
Coaching for improved performance  
Changing performance through counseling  
The last straw confrontation
- Day 4**                    **Performance Appraisal (It's an on-going process)**  
Defining performance expectations  
Performance feedback  
Work Group Exercise  
Performance Evaluation  
Discussion of Exercise Outcomes  
Making performance appraisal an on-going process
- Day 5**                    **Progressive Discipline and Termination  
(How to avoid a wrongful discharge law suit)**  
Disciplinary pitfalls  
Disciplinary interview  
The Progressive Process  
The Performance Plan  
Terminating an employee – Legal issues  
The final interview  
Case studies
- Day 6**                    **Developing a Flexible Style**  
Power and Leadership  
Types of leadership  
Role Play  
Traits of an effective leader

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- Day 7**                      **Lawful, Legal & Effective Interviewing  
(The Hiring Interview)**  
The legal side of hiring  
Screening tools and negligent hiring  
Selecting the best  
Planning phase – look to the future  
Interview guide  
Interviewing techniques  
The selection process  
Role play an interview process
- Day 8**                      **Taking Personal Accountability  
for Communicating Effectively**  
Developing listening skills  
The five variables of communication  
Responding to criticism from above and below  
Trigger words to avoid  
Non-verbal communication skills
- Day 9**                      **Conflict Resolution for Supervisors**  
Techniques for identifying and resolving interpersonal and group conflicts  
Dissolving tension while resolving conflict  
Getting to the “heart” of a conflict – What is the REAL issue?
- Day 10**                    **Motivating the Motivated Employee**  
Understanding the leader’s attitude and its effect on others  
Understanding what motivates people  
Maslow’s Hierarchy of Needs  
Low cost/No cost ways of rewarding the motivated employee
- Preventing Sexual Harassment in the Workplace**  
Recognizing and understanding what sexual harassment is and is not  
The monetary and human cost of sexual harassment  
What to do when sexual harassment is reported by an employee  
How to deal with the alleged harasser  
How to conduct a sexual harassment investigation  
How to ensure that the penalty fits the crime – don’t over/under react

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**Day 11**

**Burnout and Stress Related Responses**

The impact of burnout and stress on your bottom line  
The positive side of stress  
Where are you at?  
Causes of stress

**Day 12**

**Introduction to Public Speaking**

Why public speaking is important for leadership  
Review of communication concepts  
Developing a speech  
Delivering a speech