

Certificate of Completion

*Sinclair Workforce Development
hereby certifies that*

John Smith

has successfully completed

*Filling Your Leadership Toolbox
A Foundation Course for New Managers*

October 6, 2014

*Pam Nintrup
Facilitator*

Competencies

- Recognize and understand leadership attributes and characteristics
- Identify performance levels of individuals and apply appropriate leadership style for success
- How to apply positive discipline
- Understanding of individual styles - (principles, strengths, trouble spots (opportunities))
 - How to read the styles of others
 - How to flex personal styles
 - How to lead each style
- How to recognize and leverage diversity
- How to build relationships
- How to address perceptions and how they are developed (Ladder of Inference)
- Communication skills and challenges
- Best practices for leading a multi-generational workforce
- Creating a high performance team/team building
- Positive ways to deal with stress
- Interviewing and selection skills
- How to prevent and address workplace conflict using appropriate conflict resolution styles
- Time management and setting goals and priorities