



**CUSTOMER
SERVICE
ACADEMY OF
JAMAICA LTD.**

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Guidelines for Enhanced Leadership Skills

Duration: One day

Time: 9am – 4pm

For: Managers and Supervisors

PROGRAM OBJECTIVES

At the end of the workshop, participants will have fifty simple but powerful guidelines for developing/ enhancing their leadership skills for success at the workplace.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

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CONTENT DOMAIN

Fifty Guidelines for Enhancing your Leadership Skills

Guideline 1 – Know Yourself.

2 – Keep Current of What’s Happening.

3 – Be Honest.

4 – Be Involved.

5 – Have Fun.

6 – Be Persistent.

7 – Take Risks.

8 – Experiment With New Ways.

9 – Learn From Failure.

10 – Look Forward.

11 – Be a Good Anticipator.

12 – Use Vivid Language.

13 – Think and Talk “We” Not “Me”.

14 – Get Out and About.

15 – Express Enthusiasm.

16 – Assume Responsibility.

17 – Display Competence.

18 – Create Visions.

19 – Provide Focus.

20 – Set Clear Goals.

21 – Show a Clear Sense of Direction.

22 – Direct Organizational Change.

23 – Be Credible.

24 – Model Appropriate Behaviour.

25 – Asking Questions.

26 – Provide Challenge.

27 – Use Positive Feedback.

28 – Evoke Confidence in New Practices.

29 – Guide Others.

30 – Know Your Followers.

31 – Love the Product and the People.

32 – Celebrate Successes.

33 – Recognize Others.

34 – Value Creativity and Innovation.

35 – Respect Others.

36 – Inspire Others.

37 – Keep Everyone Informed.

38 – Recognize Good Ideas.

39 – Be Accessible.

40 – Influence Others.

41 – Enable Others.

42 – Foster Teamwork.

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| | <p>Guideline 43 – Involve Others.
44 – Overcome Resistance.
45 – Say “Please” and “Thank You”.
46 – Empower Others.
47 – Encourage Others.
48 – Convey Meaning.
49 – Create a Fear-Free Environment.
50 – Expect Success.</p> |
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