



Western Technical College

10196164 Personal Leadership Strategies

Course Outcome Summary

Course Information

Description The learner applies the skills and tools necessary to deal with the time management, stress, and related challenges to a supervisor. Each learner will demonstrate the application of time management techniques, personal planning, continuous learning, valuing rights and responsibilities of others, effective communication, assertiveness, and dealing effectively with stress.

Career Cluster Business Management and Administration

Instructional Level Associate Degree Courses

Total Credits 3

Total Hours 54

Pre/Corequisites

Prerequisite 10196128 Professional Development Strategies

Textbooks

Asserting Yourself. Copyright 2004. Bower, Sharon Anthony and Gordon H. Bower. Publisher: Perseus Distribution. **ISBN-13**: 978-0-7382-0971-5. Required.

Time Management. Copyright 2003. Mancini, Marc. Publisher: McGraw-Hill Publishing Company. **ISBN-13**: 978-0-07-140610-9. Required.

Kicking Your Stress Habits: A Do-It-Yourself Guide for Coping with Stress. Copyright 1981. Tubesing, Donald A. Publisher: Whole Person Associates, Inc. **ISBN-13**: 978-0-938586-00-5. Required.

7 Habits of Highly Effective People, The 25th Anniversary Edition. Copyright 2013. Covey, Stephen R.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Cultivate Passion: Increase Self-Awareness
4. Live Responsibly: Develop Resilience
5. Live Responsibly: Foster Accountability

Program Outcomes

1. Apply effective leadership skills
2. Perform supervisory management functions to achieve organizational objectives

Course Competencies

1. Develop work-place time management skills.

Assessment Strategies

- 1.1. Written Assignment

Criteria

You will know you are successful when

- 1.1. you identify how you use your time.
- 1.2. you analyze time usage for patterns.
- 1.3. you identify changes to time management plan based on analysis.
- 1.4. you describe how you will modify the use of your time.

Learning Objectives

- 1.a. Investigate time management tools used for planning.
- 1.b. Complete a work-place time management plan.
- 1.c. Investigate challenges related to time management (i.e meetings, unexpected workplace issues, absent employees, etc.).
- 1.d. Analyze the impact of effective and ineffective time management.
- 1.e. Identify ways to prioritize daily tasks of a leader.

2. Establish personal and professional goals.

Assessment Strategies

- 2.1. Written assignment
- 2.2. Reflection

Criteria

You will know you are successful when

- 2.1. you identify long term personal goals.
- 2.2. you identify long term career goals.
- 2.3. you analyze personal goals.
- 2.4. you analyze career goals.
- 2.5. you develop a strategic plan for goal achievement.

Learning Objectives

- 2.a. Analyze the impact of goal achievement for the individual.
- 2.b. Identify long-term career goals.
- 2.c. Utilize a process to develop a strategy for goal accomplishment.

- 2.d. Develop a tool to measure goal attainment.

3. Identify assertive leadership skills.

Assessment Strategies

- 3.1. Written Product
3.2. Reflection

Criteria

You will know you are successful when

- 3.1. you identify the differences between assertive and non-assertive behaviors.
- 3.2. you apply assertive behaviors to solve problems.
- 3.3. you assess your personal strengths and weaknesses in being an assertive leader.
- 3.4. you apply assertiveness tools in leadership roles.
- 3.5. you identify body language associated with assertiveness.

Learning Objectives

- 3.a. Identify assertive and non-assertive behaviors.
- 3.b. Define passive, aggressive, and assertive behaviors/communications.
- 3.c. Explore the benefits of assertive behavior.
- 3.d. Identify how problems can be solved using assertive behavior.
- 3.e. Identify personality traits that create barriers to being an assertive leader.
- 3.f. Explore situations and scenarios to practice assertiveness.
- 3.g. Explore tools (i.e. scripting) to learn to be an assertive leader.
- 3.h. Identify assertive body language.

4. Analyze stress management in the workplace.

Assessment Strategies

- 4.1. Written Product
4.2. Reflection

Criteria

You will know you are successful when

- 4.1. you define and describe the stages of stress.
- 4.2. you evaluate sources of stress in the work place.
- 4.3. you apply the appropriate resources to effectively manage workplace stress.
- 4.4. you identify effective coping strategies for self-management.

Learning Objectives

- 4.a. Create a definition of stress.
- 4.b. Describe the stages of stress.
- 4.c. Identify stress related to change, perception, beliefs, life stages, and grief.
- 4.d. Identify sources of work-place stress.
- 4.e. Analyze the effectiveness of stress management techniques.
- 4.f. List the resources available to help relieve stress.
- 4.g. Identify appropriate coping strategies for different situations.
- 4.h. Compare and contrast past, present, and future coping strategies.

5. Make professional decisions.

Assessment Strategies

- 5.1. Written Product
5.2. Reflection

Criteria

You will know you are successful when

- 5.1. you describe how a leader values the rights of others in a professional manner.
- 5.2. you define empathy in the workplace.
- 5.3. you provide examples of how empathy impacted a professional decision.
- 5.4. you define professional decision making in the workplace.
- 5.5. you provide examples of the consequences of making knee-jerk, hasty, or uninformed decisions.

Learning Objectives

- 5.a. Explore how to value the rights of others through professionalism.
- 5.b. Define empathy in the workplace.
- 5.c. Examine how empathy impacts decision making.
- 5.d. Explore the role of professionalism in making decisions.
- 5.e. Explore consequences of making knee-jerk, hasty, or uninformed decisions.

6. Explore the leader's role in workplace ethics.

Assessment Strategies

- 6.1. Written Product
- 6.2. Reflection

Criteria

You will know you are successful when

- 6.1. you identify ethical and non-ethical behavior.
- 6.2. you provide examples of ethical behavior by a leader.
- 6.3. you describe the leader's role in enforcing ethical behavior in the workplace.
- 6.4. you identify the differences between morals and ethics.

Learning Objectives

- 6.a. Define ethical behavior.
- 6.b. Explore examples of ethical issues in the workplace.
- 6.c. Explore examples and consequences of unethical behavior / decisions.
- 6.d. Model ethical behavior as a leader.
- 6.e. Examine the leader's responsibilities to enforce ethical behavior.
- 6.f. Explore morals vs. ethics.

7. Explore the transition to a leadership role.

Assessment Strategies

- 7.1. Written Product
- 7.2. Reflection

Criteria

You will know you are successful when

- 7.1. you describe the change in responsibilities from non-leader role to a leader role.
- 7.2. you describe how relationships change when transitioning from co-worker role to leader role.
- 7.3. you identify your individual barriers to delegation.
- 7.4. you explain how time constraints impact delegation.

Learning Objectives

- 7.a. Examine the change in responsibilities from non-leader to a leader.
- 7.b. Examine how relationships change when transitioning from co-worker to leader.
- 7.c. Examine personal barriers to delegation.
- 7.d. Identify the relationship between time constraints and the need for delegation.
- 7.e. Examine how to develop and maintain (changed) professional relationships.

8. Identify quality customer service skills.

Assessment Strategies

- 8.1. Written Product
- 8.2. Reflection

Criteria

You will know you are successful when

- 8.1. you describe internal vs. external customers.
- 8.2. you define "service" and "product".
- 8.3. you describe customer service techniques that apply to the workplace.
- 8.4. you describe ways to satisfy your internal and/or external customer.
- 8.5. you describe the purpose of a customer service policy.
- 8.6. you define the difference between a customer service policy & a procedure.

- 8.7. you describe how to improve customer service using a customer satisfaction report.
- 8.8. you provide examples of service culture elements.

Learning Objectives

- 8.a. Determine the purpose of a customer service policy
- 8.b. Explain the difference between a policy & a procedure
- 8.c. Explain how the customer satisfaction report can improve customer service.
- 8.d. Construct a definition of a service vs. a product.
- 8.e. Describe internal vs. external customers.
- 8.f. Explain the elements of a service culture.