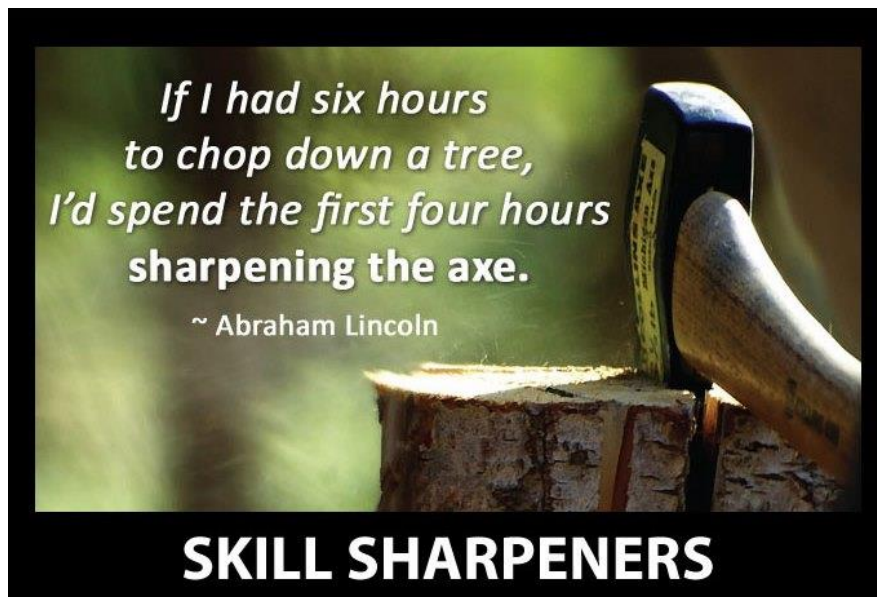


Skill Sharpeners

Management and Leadership – Contents



This Skill Sharpeners series is probably the finest management and leadership coaching programme in the world (so we are told). These 24 Skill Sharpeners develop the most effective characteristics of excellent leadership skills to become the boss that everyone wants to work for. The series also enables the leader to increase company profitability. Just let Richard Denny be your leadership coach and you can have him coaching you when the time is most convenient to you.

1. The evolution of the manager

- The enormity of being the boss
- The route to becoming the manager or the boss?
- People don't leave companies
- The exit interview
- The biggest question to ask yourself
- Challenge yourself every day with this question

2. Are leaders born or made?

- The three way split of a successful life
- Managers upset employees unintentionally
- The natural born leader
- Choose manager or leader
- Leaders grow people
- Take pleasure when employees leave you

3. Team leadership

- Manipulation or motivation?
- Developing respect and trust
- Essential emotional intelligence
- Motivating a team
- Managing big egos
- The importance of team goals and objectives

4. Self management

- Self management or self discipline?
- The importance of appearance
- The healthy example
- How to prioritise
- Valuing time utilisation
- Developing moral courage

5. Attributes of leadership 1

- The difference between a manager and a leader
- Willingness to try the untried
- Self-motivation
- Keen sense of what is fair
- Definite plans
- Decision stickability

6. Attributes of leadership 2

- A positive personality
- Empathy/ego balance
- Willingness to assume responsibility
- Duplication of enthusiasm
- A wilful determination
- Do stand for something

7. Causes of leadership failure 1

- Very important to understand failure
- Inability to organise detail
- Unwillingness to do menial tasks
- Fear of competition
- Lack of creative thinking
- The 'I' syndrome

8. Causes of leadership failure 2

- Disloyalty
- Emphasis of authority of leadership
- Destructiveness of a negative environment
- Over indulgence
- Emphasis of title
- Managers in love with themselves

9. Successful delegation

- The Andrew Carnegie quote
- How leaders grow people
- The essential qualities of leadership
- Be the boss on the golf course
- The four stages of delegation
- Successful delegation reduces stress

10. Leading by example

- Judge by results
- Are you a role model?
- How is your attitude?
- The major causes of stress at work
- The difference between achievement and activity
- Getting the balance right

11. Ten laws of motivation 1

- The leaders key responsibility
- You have to be motivated to motivate
- Motivation requires a goal
- Motivation once established never lasts
- Motivation requires recognition
- Inspired leadership motivates

12. Ten laws of motivation 2

- Seeing ourselves progressing is motivational
- Challenge only motivates if we can win
- Everybody has a motivational fuse
- Group belonging motivates
- Participation motivates
- Your staff have more to offer

13. De-motivators

- De-motivation is as important as motivation
- The hygiene factors
- Lack of confidence
- Worry and negative opinions
- Poor communication and not feeling valued
- False promises

15. Creating an ownership culture

- Blame or no-blame?
- Does anybody care?
- Welcoming mistakes
- Don't kill the messenger
- The ownership culture
- The hindsight concept

17. Effective criticism

- Why this is such an important activity
- Not to be done in anger
- This requires moral courage
- What results do you want?
- The seven stages of a successful criticism
- This should be an inspirational activity

19. Managing upwards

- The responsibility of managing a boss
- Are you a safe pair of hands?
- Make your boss a good boss
- Dress for the job you want
- How to get a pay rise
- Help your boss to help you

14. Effective communication

- Weak managers can't/don't communicate
- The importance of walking the floor
- Face to face communication
- Written communication
- Telephone communication
- The importance of public speaking skills

16. People leave people

- Why do employees leave?
- The greatest management principle in the world
- Tips for the sales world
- Look for the opportunity to congratulate
- Ideas for recognition
- How to give recognition at an event

18. Thinking Time

- Your most valuable asset
- The 5-10% usage of the human brain
- When do you think?
- How your brain can work for you
- The steps to creative thinking
- Your brain will work for you when asleep

20. Meetings

- No work takes place at a meeting
- How to be an effective participant
- How to chair a meeting
- The guidelines of running an effective meeting
- Creating an effective agenda
- Why AOB should be banned

21. The sales meeting

- The most important activity for the sales manager
- The goals and objectives to be achieved
- How to plan in advance
- Where to hold the meeting and for how long
- The classic effective agenda
- What's missing?

22. Recruiting successfully

- This is a skill to be learnt
- Preparation tips
- What to look for on a CV
- Prepare the questions in advance
- There are six people at the interview
- Some really useful tips

23. How to fail fast at management

- All employees are rogues
- Catch them doing something wrong
- Castigate employees in public
- Email is a management tool
- Develop a 'teacher's pet' syndrome
- How to drive employees away

24. Getting the best from people

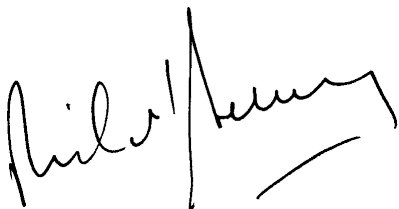
- Incentives, contests, competitions
- How often
- The five rules of incentives
- Getting the best from you
- Time to switch off
- Time for family

Yes, over 150 leadership, management tips and skills that work, all can be used immediately. This could well be the best investment you have ever made in yourself and will develop a lifetime of prosperity.

'Skill Sharpeners' guarantees results and will develop your skills in whatever areas you need to.

To benefit from your very own personal coach and mentor simply visit www.richarddenny.co.uk, Email sucess@denny.co.uk or simply phone 01608 812424 and take the first step to success today.

Good luck and great success.



Richard Denny

www.skillsharpeners.com

