Leadership 101: Offensive Plays (Leadership Initiatives)

Skill	Key Outcomes	Behavior Changes
Developing Yourself	Increased self-awareness, continuous learning, improved performance	• Sets personal goals • Seeks feedback • Engages in learning opportunities regularly
Empowering Others	Stronger team performance, increased trust, higher engagement	• Delegates effectively • Recognizes others' strengths • Encourages teamwork
Listening as a Leader	Better team communication, stronger relationships, fewer misunderstandings	• Practices active listening • Asks clarifying questions • Avoids interrupting
Managing Multiple Priorities	Improved productivity, better time management, reduced overwhelm	• Uses prioritization tools • Sets clear deadlines • Adapts to shifting demands
Stress Management	Enhanced well-being, sustained performance, better decision-making	• Identifies stressors • Uses coping strategies, • Maintains work-life balance
Communicating with Confidence	Clearer messaging, increased influence, stronger leadership presence	• Speaks assertively • Maintains eye contact • Prepares and practices key messages
Communicating with Different Audiences	More inclusive communication, better stakeholder engagement, fewer conflicts	• Tailors message to audience • Uses appropriate tone and language • Checks for understanding
Office Etiquette	Positive workplace culture, improved collaboration, professional reputation	• Respects shared spaces • Uses polite language

Leadership 102: Defensive Plays (Addressing Challenges)

Skill	Key Outcomes	Behavior Changes
Conflict Management	Reduced workplace tension, improved collaboration, faster resolution of issues	• Addresses issues early • Remains neutral, • Facilitates constructive dialogue
Building Accountability	Increased ownership, improved performance, stronger team reliability	• Sets clear expectations • Follows up consistently • Holds self and others responsible
Giving Feedback as a Manager	Enhanced employee growth, improved communication, stronger relationships	• Provides timely specific feedback • Balances positive and constructive input
Successful Delegation	Increased efficiency, team development, better time management	• Assigns tasks based on strengths • Provides clear instructions • Trusts team members
Managing Difficult People	Reduced disruption, improved morale, stronger leadership presence	• Stays calm • Sets boundaries • Uses empathy and assertiveness
Empathy as a Leader	Stronger team trust, improved morale, better conflict resolution	• Actively listens • Acknowledges emotions • Shows understanding in decisions
Active Listening	Better understanding, fewer miscommunications, stronger relationships	• Maintains eye contact • Avoids interrupting • Paraphrases to confirm understanding

Leadership 103: Leadership in Practice

Skill	Key Outcomes	Behavior Changes
Accountability	Stronger ownership, improved performance, trust within teams	• Sets clear expectations • Follows through on commitments • Owns mistakes
Empowering Employee Decisions	Increased engagement, faster decision-making, innovation	• Encourages autonomy • Supports risk-taking • Provides decision-making frameworks
Creating a Culture of Transparency	Higher trust, better communication, reduced conflict	• Shares information openly • Admits mistake • Encourages honest feedback
Understanding Motivation	Improved team morale, personalized leadership, higher productivity	• Asks about goals • Tailors incentives • Recognizes individual drivers
Ensuring Customer Satisfaction	Increased loyalty, positive brand reputation, repeat business	• Listens to feedback • Resolves issues promptly • Exceeds expectations
Managing Prejudice Within the Team	Inclusive culture, reduced bias, stronger collaboration	• Addresses bias openly • Promotes diversity • Models inclusive behavior
Managing Multiple Priorities	Better time management, reduced stress, improved results	• Uses prioritization tools • Delegates effectively • Adapts to change
Being a Team Leader	Unified direction, motivated team, consistent performance	• Sets vision • Supports team growth • Leads by example