

## Achieving Results through People

### **Module-1 Professionalism**

- Define Professionalism
- Describe Its Importance to Successful Leadership
- Describe and Demonstrate Five Components of Professionalism
- Assess Your Personal Level of Professionalism
- Identify Ways to Demonstrate Professionalism at Work

### **Module-2 Empathy**

- Define Empathy
- Describe Its Importance to Successful Leadership
- Describe and Demonstrate Three Components of Empathy
- Explain How Relational Listening Helps Develop Empathy
- Describe How Considering Different Personality Types Relates to Empathy
- Identify Ways to Demonstrate Empathy at Work

### **Module-3 Optimism**

- Define Optimism
- Describe Its Importance to Successful Leadership
- Describe and Demonstrate Four Dimensions of Optimism
- Identify Situations in Which Optimism Is or Is Not Appropriate
- Describe and Demonstrate Resilience
- Identify Ways to Demonstrate Optimism at Work

### **Module-4 Partnership**

- Define Partnership
- Describe Its Importance to Successful Leadership
- Describe and Demonstrate Partnering Techniques to Create Synergy and Handle Conflict
- Assess Your Tendencies and Preferences in Partnering with Others
- Identify Ways to Create Partnerships at Work

### **Module-5 Loyalty**

- Define Loyalty
- Describe Its Importance to Successful Leadership
- Describe Five Ways to Demonstrate Loyalty
- Describe Four Steps to Earning Loyal Followership
- Identify Ways to Demonstrate Loyalty and Earn Loyal Followership at Work

### **Module-6 Empowerment**

- Describe Empowerment
- Describe Its Importance to Successful Leadership
- Describe and Demonstrate Skills for Being an Empowered and Empowering Leader
- Identify Ways to Be an Empowered and Empowering Leader at Work