

# Leadership for IT Professionals

## 1. The Context for Leadership

- Consider the balanced approach to leadership – Strategy, Systems, Social and Self
- Understand the business context for stronger leadership
- Reflect on the results of your leadership assessment (The Active Leadership Profile)
- Learn about KUBA – Know, Understand, Believe and Act

## 2. Introduction to the Active Leadership Model

- Learn about Ability and Motivation and the three Leadership Styles
- Apply the Active Leadership Model to two case studies
- Begin to consider your own team members and complete an assessment of their Ability and Motivation

## 3. The Power of Communication

- Essential communication factors for all people leaders
- Assess your own Personal Needs and the impact on others
- Assess others' Personal Needs and identify implications to your leadership style
- Ask really good questions and listen actively
- Use facts, episodes, and feelings to appeal to others' long-term memory
- Assign tasks considering others' Ability and Motivation and Personal Needs

## 4. Coaching

- Provide the time and attention required for team members to develop their skills in the jobs they do now
- Complete a coaching survey by rating the quality and quantity of the coaching you and your team members receive today
- Apply the Foundational Principles of Coaching
- Assess progress using the same combination of leadership styles as when the work was assigned

## 5. Provide Feedback

- Understand how/why both positive and constructive feedback are important motivators that enhance performance
- Use the four-step Feedback Loop to deliver positive or constructive feedback
- Apply the Principles of Recognition and Reward

- Clearly identify performance gaps and understand how to conduct difficult conversations

## **6. Making Choices**

- Make commitments to what you will do next as a leader

## **7. The Coach's Toolkit**

- The Active Leadership tools in review