KOENIG SOLUTIONS · COURSE OUTLINE

People Leadership: Empathy, Empowerment & Loyalty

6
MODULES

31
TOPICS

LEARNING OBJECTIVES

- Define professionalism, empathy, optimism, partnership and loyalty
- Describe the importance of each trait to successful leadership
- Demonstrate components of professionalism and empathy at work
- Explain how relational listening and personality types develop empathy
- Assess personal tendencies in professionalism and partnership
- Identify situations in which optimism is or is not appropriate
- Describe techniques for creating synergy and handling conflict
- Identify ways to earn loyal followership and empower others

COURSE SYLLABUS

6 Modules, 31 Topics

01

Professionalism

TOPICS

- 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

02

Empathy

TOPICS

- 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

03

Optimism

TOPICS

- 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

04

Partnership

TOPICS

- 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

05

Loyalty

TOPICS

- 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

06

Empowerment

TOPICS

- 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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

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