



South Central Public Health Partnership

TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

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Leadership Management Communication

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No matter how effective a leader/manager you already are, this course is designed to refresh and refine the skills needed to lead your teams to success in today's fast-paced and stressful health care environment. By exploring effective leadership styles and strategies, this course provides specific tools to enhance leadership/management communication.

Learning Objectives

- Identify the differences between leadership and management, describe the tasks and essentials of effective leadership, and identify the difference between dissonant and resonant leadership styles
- Understand how and why well-intentioned management strategies sometimes backfire, and how to keep that from happening
- Apply strategies that enable you to think, react, communicate, and lead with higher levels of emotional intelligence
- Identify the major reasons for low employee motivation and utilize strategies that motivate and inspire the workforce to maximize individual and group performance
- Understand ways to identify morale problems and apply strategies that ameliorate or rectify morale problems as well as negative mood contagion
- Increase your ability to promote ideas and plans through the application of specific persuasion and influence strategies
- Understand the qualities of an effective change manager
- Understand the characteristics and components of successful teams and apply strategies to enhance team communication

Competencies

- Apply creative problem solving and flexible thinking to unusual challenges with his/her functional responsibilities and evaluate effectiveness of all actions taken

**Bioterrorism and Emergency Readiness*

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