



Leadership Results Elective Modules

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| 1. Ambiguity | 25. Mission/Vision/Values Creation |
| 2. Assertiveness | 26. Motivation/Psychology of |
| 3. Attitude Adjustment Techniques | 27. Motivating Employees |
| 4. Balancing Home and Career | 28. Negotiation Skills |
| 5. Behavioral/Social Styles | 29. Performance Appraisals |
| 6. Change Management | 30. Performance Contracts |
| 7. Coaching, Counseling | 31. Performance Standards/Benchmarking |
| 8. Communication—Interpersonal | 32. Presentation Skills |
| 9. Conflict Resolution & Management | 33. Problem Solving |
| 10. Creativity—Out of Box Thinking | 34. Project Management |
| 11. Customer Service | 35. Questions: The Art of Asking |
| 12. Decision Making | 36. Relationship Building |
| 13. Delegation | 37. Rewards and Recognition |
| 14. Empowerment | 38. Risk Management |
| 15. Goal Setting | 39. Sales Training: See Separate Listing |
| 16. Influence | 40. Strategic Planning |
| 17. Interviewing Skills | 41. Stress Management/Job Burnout |
| 18. Leadership Skills | 42. Telemarketing |
| 19. Life Management | 43. Telephone/Courtesy |
| 20. Listening Skills | 44. Time Management/Organization |
| 21. Management/Supervisory Skills | 45. Train-the-Trainer |
| 22. Meeting Skills | 46. Team Building |
| 23. Memory Management | 47. Values Clarification |
| 24. Mentoring | 48. Writing: Business and Technical |