



Using Effective Leadership Strategies in the Workplace

Building Effective Supervisory Skills in the Workplace

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"You cannot antagonize and influence at the same time."

- I. Interactive Communications
 - A. Some Rules for Listening
 - B. Tear the Paper
 - C. Barriers to Effective Communication
 - D. S.O.L.E.R.
 - E. A Lesson from Dr. Seuss - Transactional Styles

- II. Values, Motivation and Workplace Interactions
 - A. 12 Questions for Measuring Workplace Strength
 - B. Crossing the Alligator River
 - C. Disease or Willful Misconduct?
 - D. The Participative Management Profile
 - E. Do You Know What Employees Want? (Understanding and Applying Effective Motivation Techniques)

- III. Leadership and Successful Supervisors
 - A. Caught in the Middle (Getting Support from Above and Below)
 - B. Searching for the Holy Grail
 - C. The Empowerment Continuum
 - D. Leadership, Power and Authority – What’s the Difference?
 - E. Situational Leadership

- IV. The Myers-Briggs Type Indicator (A Supervisory/Leadership Tool)
 - A. What is the MBTI and How Will It Help Me?
 - B. Discussion of the Eight MBTI Preferences
 - C. Taking the Self-Scorable Inventory
 - D. Predicting and Discussing Results
 - E. Exercises to Demonstrate “Types” in Action

- V. Building Effective Teams
 - A. What’s Your Role?
 - B. Stages of Team Development
 - C. How to Recognize an Effective Group
 - D. Emotional Intelligence in the Workplace
 - E. Developing Action Plans

- F. Stranded in the Himalayas
- VI. Managing Time and Setting Priorities
- A. The Time Management Inventory
 - B. Getting Everyone on the Same Page
 - C. Working With Difficult People
- VII. Managing Change and Solving Problems
- A. Stages of the Change Process
 - B. Who Gets the Bicycle?
 - C. The Conflict Carousel and Six Elements of the Conflict Structure
 - D. Psychological Ju Jitsu
 - E. Going to Abilene

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