



Course Title: *Building Trust Under Pressure with the Basic Principles*

Course Description

Leaders face incredible pressure in today's business environment. New, often conflicting demands spawn complex problems that seem to require advanced leadership skills. Yet the heart of leadership remains the same. A leader must build the commitment and guide the efforts of others to achieve shared goals. In turn, those core skills depend on the leader's even more basic ability to build trust.

Learning Objectives

In the course, you will:

- Identify the current issues affecting the organization and its ability to achieve desired results
- Learn the six Basic Principles (Focus on the situation, issue or behavior, not the person, Maintain the self –confidence and self-esteem of others, Maintain constructive relationships, Take initiative to make things better, Lead by example and Think beyond the moment) and how to use them to build trust and take positive action in challenging situations
- Identify and apply your Basic Principle strengths

Open to: Managers, Supervisors, and Lead Workers

Competencies Addressed: Build Trust and Integrity, Communicate Effectively, Interpersonal and Team Skills

Course Length: Four Hours