

Leadership at the Points of Contact

E-Course Outline

Section One: “Leaders & What They Bring”

Lesson One	-	-	-	People in Leadership Positions & <i>Leaders</i>
Lesson Two	-	-	-	Leadership Characteristic <u>Active Accessibility</u>
Lesson Three	-	-	-	Leadership Characteristic <i>Out Front</i>
Lesson Four	-	-	-	Leadership Characteristic <i>Influence vs. Illusion</i>
Lesson Five-	-	-	-	Leadership Characteristic <i>Definitions of Value</i>
Lesson Six	-	-	-	Leadership Characteristic <u>Authentic Accountability</u>
Lesson Seven	-	-	-	SECTION ONE SUMMARY

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Section Two: “Leaders & the Cultures They Create”

Lesson Eight	-	-	-	Cultural Influencers & <i>THE Cultural Driver</i>
Lesson Nine	-	-	-	Leadership, Vision & Culture
Lesson Ten	-	-	-	Creating Culture <i>Crucial Situations</i>
Lesson Eleven	-	-	-	Creating Culture <i>Leaders’ Expectations</i>
Lesson Twelve	-	-	-	Creating Culture <i>Let People Know What You Expect</i>
Lesson Thirteen	-	-	-	Creating Culture <i>Model Desired Behavior</i>
Lesson Fourteen	-	-	-	Creating Culture <i>Inspect What You Expect</i>
Lesson Fifteen	-	-	-	SECTION TWO SUMMARY

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Section Three: “Leadership in Action”

Lesson Sixteen	-	-	-	Celebrate or Console
Lesson Seventeen	-	-	-	Coach <i>Prioritize Your Coaching</i> <i>“Targets”</i>
Lesson Eighteen	-	-	-	Coach <i>A Coaching Model</i>
Lesson Nineteen	-	-	-	Confront <i>Unwillingness/Bad Faith</i>
Lesson Twenty	-	-	-	Facilitate
Lesson Twenty-One	-	-	-	The Search for Better Ways <i>Deliberate & Decide</i>
Lesson Twenty-Two	-	-	-	The Search for Better Ways <i>Implement & Improve</i>
Lesson Twenty-Three	-	-	-	SECTION THREE SUMMARY

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Section Four: “How Effective Leaders Become Effective Leaders – *In the Real World*”

Lesson Twenty-Four	-	-	A Little Theory and <i>A Lot of Effort</i>
Lesson Twenty-Five	-	-	Happily Ever After(s) <i>Don't Just Happen</i>
Lesson Twenty-Six	-	-	Some Success and <i>Some Failure</i>
Lesson Twenty-Seven	-	-	From the Inside-Out
Lesson Twenty-Eight	-	-	SECTION FOUR SUMMARY