

Trust and Influence

“Command and control” leadership no longer works well, if it ever did. Today’s managers must build trust and influence to get the best results from their people. Focusing on behaviors that promote trust in all areas of one’s professional life, you will learn why and how to build a stronger, more trust-rich environment with direct reports, managers, colleagues, customers, and suppliers. Leaders who hold themselves accountable to the results of their decisions find their people more apt to do the same.

Learning Objectives:

- Differentiate leader and manager and determine which role is situationally appropriate.
- Describe the effective uses of influential and positional power.
- Assess the current state of your work relationships (manager, peers, direct reports), and plan to increase their effectiveness.
- Discover three “winning ways” leaders demonstrate personal accountability.
- Use four essential elements to design a plan that builds greater trust and respect.
- Identify ways to value the diversity in your team.
- Practice the three steps of MRA’s Diagnostic Direction® Model to adjust your leadership style to an employee’s specific need at the correct time.
- Incorporate the results of a 360-Degree Leadership Survey into your managerial development.



CEUs:
1.4 (14 hours)

HRCI Credits:
14 HR (General)

SHRM:
14 PDCs

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- New and experienced supervisors, managers, and professionals as well as for individuals with management potential looking for in-depth strategies with practical application.

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



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Where HR Means Business.

Course Outline

- Prepare a personal leadership development plan based on your leadership and learning styles
- Understand the differences between leading and managing
- Determine the role of emotional intelligence in fostering self-awareness, empathy, and social skills
- Analyze the role of the leader in an organization and what that means for you
- Map out the transition into leadership and its accompanying challenges
- Review strategies for managing all work relationships
 - ◆ Direct reports, managers, internal and external peers
- Develop personal accountability that helps you own your choices and lead with purpose
- Reframe situations using a proactive leadership mindset
- Explore how the state of trust affects individual leadership
- Utilize the Diagnostic Direction Leadership model, developed by MRA, to develop your people and grow as a leader

“ I will take many of the skills learned in this class back to work to help guide my interactions with management and with my direct reports. Now I see why we send all our managers to PLX! ”

“ I definitely will be using the Diagnostic Tool to help develop and communicate with employees. This has been a struggle for me personally, and I am excited to have this tool in my toolbox now. ”

