Brief Course Description

The course provides overview theories in applied leadership in the workplace as it relates to managing customer relations. The students learns about oneself to determine their own leadership style and learns leadership styles of historical and current business leaders. The student will learn various leadership approaches in different customer management situation and will practice their leadership style through various role-playing opportunities throughout the course. The valuable lessons will give the student greater confidence when they are out in the business world dealing with customers in various business settings.

Course Prerequisites

N/A.

Learning Objectives

Upon completion of this course the successful student will have reliably demonstrated the ability to:

- *Recall and describe personal leadership style.*
- *Recall and generalize leadership styles of current and historical business leaders.*
- *Recall, describe and demonstrate how to create a personal leadership vision.*
- *Recall and demonstrate through role-playing how to demonstrate various leadership qualities*
- *Recall, and describe how to lead teams using motivation and delegation.*
- *Recall, describe and demonstrate through role-playing how to lead in customer conflict scenarios.*
- *Demonstrate effective business writing and presentation skills.*

Required course materials

Textbook: Developing Leadership Abilities, 2/E – Bell, Smith
ISBN -13:9780138152780
Pearson

Chapter 1 – Surprising Facts About Leaders
Chapter 2 – Assessing Your Leadership Tendencies and Personality Factors
Chapter 3 – Expressing Leadership Vision
Chapter 4 – Leadership by Listening
Chapter 5 – Leadership by Building Relationships and Teams
Chapter 6 – Leadership by Defining Problems and Reaching Solutions
Chapter 7 – Leadership by Motivating
Chapter 8 – Leadership by Delegating Tasks and Responsibilities
Chapter 9 – Leadership by Managing Conflict

Equipment: Laptop or Notebook, Microsoft Office 2013 (minimum), WiFi and Internet ready

Course Duration	• *Length of course 80 hours (20 x 4 weeks)*
Homework Hours	• *Students can expect 40-50 hours of online and textbook self study*
Delivery Methods	☒ *In-class instruction*
Teaching Methods	• *Classroom Instructor Lead: 40 hours* • *Demonstration: 10 hours* • *Supervised Group Work/Project Work: 20 hours* • *Student Presentations: 10 hours* • *Self study (homework): 40-50 hours*
Method(s) of Student Evaluation	• *Assignments (Case studies or Chapter Questions) 4 x 5% = 20%* • *Midterm Exam 1 x 15% = 15%* • *Final Exam 1 x 30% = 30%* • *Presentation and Written assignment 1 x 25% = 25%* • *Participation 1 x 10%* • *Total: 100%*
Completion Requirements	• *Student must achieve a final mark of 70% for student evaluation* • *Student must attend 80% of classroom hours.*

Week	Topics Covered
1	Introduction to Leadership and Leaders, Assessing Leadership Facts
2	Expressing Leadership Vision, Leadership through Listening, Leadership in Teams
3	Leadership in Problem Solving, Leadership by Motivation
4	Leadership in Delegation, Leadership in Conflict, Student Presentation