



It's time to get human again with Dale Carnegie Training® – the original and still the best resource for developing the people side of business.

Leadership development has meant different things in different times. The modern leader knows that it means developing the skills needed to motivate the modern team. These necessary skills can be learned through a leadership development training program. Working your way up the ladder at Microsoft, you've experienced numerous leadership styles. You've probably asked yourself what kind of leader you want to be.

At Microsoft, employees don't want to be told what to do. The savvy leader must influence their choices and assist them in reaching their goals, win the team over to your point of view and inspire! You can learn how to convey this inspiration by focusing on your leadership skills development. This management leadership training course will teach you how to stop managing and start leading; and, as a result, make you a vital part of Microsoft's future. Investing in leadership development training will help you build a stronger team, which will ensure you are more likely to make a stronger impact.

#### You'll learn to:

- Define what kind of leader you are and aspire to be
- Understand the individuals on your team more deeply
- Coach your direct reports for higher levels of performance
- Negotiate more effectively through conflict
- Recognize individual and team success
- Delegate and hold people accountable
- Manage your time (and your employees') more wisely
- Analyze problems and make decisions more effectively

#### Who Should Attend

Leadership Training for Managers at Microsoft benefits managers who have 5 or more direct reports, but any manager would benefit. It's a managed action plan to enhance communication, interpersonal skills and leadership skills development in order to achieve outstanding results.

#### What Our Customers Are Saying

"This program helped me put vague ideas into focus and formalized some of the things that I do. It also brought my attention to my personal communication style."

Graduate, June 2008 Microsoft

"This program gave me lots of good techniques for organizing my management life--time management, planning processes for driving change and selling ideas. I expect to refer back to this whenever I need to reset my management foundation."

Graduate, June 2008 Microsoft

Process	After this program, you will be able to:
1. Developing Personal Leadership	<ul style="list-style-type: none"> <li>• Understand leadership versus management</li> <li>• Describe leadership experiences and values</li> <li>• Conduct and "innerview" to open the lines of communication and build trust</li> </ul>
2. Problem Analysis and Decision Making	<ul style="list-style-type: none"> <li>• Use defined processes to solve challenging problems</li> <li>• Facilitate effective brainstorming for more informed decisions</li> <li>• Apply decision-making techniques to reach more sound decisions</li> </ul>
3. Implementing the Delegation Process	<ul style="list-style-type: none"> <li>• Delegate tasks and responsibilities to develop and train others</li> <li>• Plan and prepare for delegation meetings</li> <li>• Communicate clear performance standards for follow up and accountability</li> </ul>
4. The Coaching Process	<ul style="list-style-type: none"> <li>• Gain willing cooperation from others using human relations skills and effective communication</li> <li>• Use defined processes to coach others</li> </ul>
5. Handling Mistakes	<ul style="list-style-type: none"> <li>• Effectively handle mistake using a human relations approach</li> <li>• Refer to the problem or situation in a professional way to retain people</li> </ul>
6. Conflict Management	<ul style="list-style-type: none"> <li>• Use human relations principles to develop teamwork and trust</li> <li>• Promote interactive communication and strengthen listening skills</li> </ul>
7. Manage Change Effectively	<ul style="list-style-type: none"> <li>• Understand an effective model for change</li> <li>• Define the type of change currently occurring in your organization</li> </ul>
8. Striving for Continuous Improvement	<ul style="list-style-type: none"> <li>• Recognize individual and team success</li> <li>• Balance continuous improvement and breakthroughs</li> </ul>

**Time Commitment: One 3½ hour session each week for 8 weeks**



For the most up-to-date listing of class schedules, and for more information, please visit us online at:  
[www.dalecarnegie.com](http://www.dalecarnegie.com)

The vast majority of Dale Carnegie Training® local franchising organizations in the U.S. have been accredited by the Accrediting Council for Continuing Education and Training (ACCET).

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