

# *intRAtrain Performance and Learning Leadership Development*



Leadership Development Program enhances an individual's leadership skills and capacity to excel both personally and professionally within their role and organization. The most effective leadership development programs are research-based, building essential competencies while equipping leaders to address the challenges they encounter.

These courses are tailored for executives, managers, team leaders, supervisors, and emerging employees who want to become more effective at leading themselves and others.

The leadership development courses are divided into five sections, each featuring interactive tutorials, Application Activities, and Knowledge Checks, ensuring you have all the tools needed to translate knowledge into immediate, actionable behaviors.

If you choose to work with a certified coach, they will support you with additional materials that reinforce learning transfer within your organization.



**Contact Us!**  
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intRAtrain

## **intRAtrain PALS eLearning Course Catalog**

*In Partnership with Chart Learning*

Leadership, Personal Development, Compliance, Team Development,  
Sales & Customer Services  
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# Leadership Development

## 1. TIME MANAGEMENT

- Missions/Goals/Manage “A” Priorities
- Eliminating Time Wasters
- Scheduling SMART
- Finding Hidden Time
- Maximizing Productivity

## 2. PROJECT MANAGEMENT

- Intro to Project Management
- Project Definition
- Project Planning
- Project Implementation
- Project Closure

## 3. CHANGE MANAGEMENT

- Understanding Change
- Initiating and Leading Change
- Four Stages of Change Transitions
- Communicating During Change Transition
- Leading Non-Stop Change

## 4. COACHING AND MENTORING

- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Self-Coaching
- Giving and Receiving Feedback

## 5. EXPERTISE/EMPLOYEE RETENTION

- Leadership Expertise
- Confidence in any Situation
- Leadership Credibility
- Hiring the Right Talent
- Retaining the Right Talent

## 6. CAREER DEVELOPMENT

- Overcoming Workplace Barriers
- Assertiveness
- Meeting Skills
- Conflict Management
- Moving Up the Ladder

## 7. PROBLEM-SOLVING

- Early Problem Recognition
- Four Stages of Creative Problem-Solving
- Defining/Analyzing Problems Accurately
- Confident Decision-Making
- Crisis Resolution



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## 8. EMOTIONAL INTELLIGENCE

- Defining and Understanding EI
- The Emotional Intelligence Framework
- Managing Emotions and Mindset
- Practical Steps to Develop EI
- Techniques to Build EI Skills

## 9. INFLUENCE

- Appropriate Use of Power
- Six Influence Techniques
- Getting Others to Follow Your Lead
- Unpopular Positions
- Win-Win Negotiation

## 10. ETHICS

- Introduction to Ethics
- Employee Ethical Responsibilities
- Ethical Dilemma Decision-Making
- Ethical Problem-Solving
- Leading Ethical Conduct

## 11. CRITICAL THINKING

- Introduction to Critical Thinking
- Managing Deception and Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding: Explanations

## 12. RESILIENCE

- The 5 pillars of personal resilience
- Strategies to Become a Resilient Leader
- Staying adaptable and resilient
- Leading through a challenge
- Building a resilient team

## 13. RESPONSIBLE INITIATIVE

- Personal Leadership
- Initiative for Responsible Results
- Achieving Results with Others
- Personal Accountability
- Overcoming Obstacles

## 14. REWARDS AND RECOGNITION

- Giving Rewards and Recognition
- Self-Appreciation
- Appreciative Inquiry
- Customer Appreciation
- Empowered Compliments

## 15. PERFORMANCE MANAGEMENT

- What is Performance Management & Tips for Improving Poor Performance
- Conducting Effective Performance Reviews and how to Develop a Performance Improvement Plan
- Giving Effective Employee Feedback & Handling Difficult Reactions to Feedback
- How to Effectively Manage Managers & Managing High Performers
- Continuous Performance Management



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