



## NCAT Leadership Development Training

Discover how experiences, beliefs, and values shape our leadership style, and discover the impact of that style on the organizations environment and culture.

Develop human potential and build relationships of mutual trust and respect

Create and maintain processes and procedures that drive innovation, plan and define performance goals, utilize time effectively, delegate, analyze problems and make decisions

Develop leadership by demonstrating effective questioning and listening skills: one-on-one, in small groups, and leading problem solving meetings

- Learn the 5 Drivers of Leadership Success
- Master the 8-Step Planning Process
- Explore a process that drives innovation
- Define and align performance goals
- Learn to recognize the potential in others
- Implement the 8-Step Delegation Process
- Discover effective coaching techniques
- Apply proven principles that strengthen teamwork and trust
- Ensure continuous improvement and bottom-line impact
- Build customer loyalty through a values-based culture