THE OHIO STATE UNIVERSITY
COLLEGE OF FOOD, AGRICULTURAL,
AND ENVIRONMENTAL SCIENCES

ONLINE Leadership Development Course Descriptions

Communication: Connecting Through Conversations (prerequisite for All other courses)

Much of a leader's work is accomplished through daily conversations with team members and others. These interactions, especially the tough ones, often involve intensely personal feelings (on both sides) that have an impact on the practical outcome of the conversation and the personal connection between the leader and the person. The leader's level of emotional intelligence—the ability to manage oneself and one's relationships—is a critical factor in the success of these tough conversations.

Coaching: Move People Forward

The need to coach can happen at any time. In these moments, wouldn't it be great to have a go-to approach for coming alongside people and helping them reach their goals?

Coaching: Move People Forward shows leaders how to flex their approach to meet the unique needs of the people they're coaching, right where they are, and guide them in successfully achieving a goal. To have this kind of positive impact takes a trusting relationship, and that means coaches must have a better understanding of the other person and themselves. Through self-insight tools, leaders explore their mindset toward others' potential to grow and change as well as their own willingness to open up and disclose. They learn how to use simple, memorable coaching techniques that involve asking provocative questions, connecting at a human level, and energizing people into action. Through either a choose-your-own video scenario or a describe-your-own situation, leaders practice the coaching techniques along with communication skills in real-time conversations that prepare them for any type of coaching moment.

ONLINE Leadership Development Course Descriptions

Building and Sustaining Trust

What does trust have to do with business success? Everything. Trust is directly linked to employee engagement, retention, productivity, and innovation. Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and commitment to team and organizational success.

This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust. Applying these skills to build trusting relationships enables people to take risks, identify and solve problems, and collaborate to achieve business results.

Delegating with Purpose

Delegation is a critical skill for leaders in today's "do more with less" business environment. Fewer resources, changing motivations, virtual employees, and global workforces are just a few of the challenges leaders face as they attempt to meet ever-increasing workplace demands.

In this course, leaders learn the skills they need to address these challenges, gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability and capacity of their teams and, ultimately, the organization. Leaders learn to identify the tasks they need to delegate, select the most appropriate individuals, assess capabilities and commitment, and plan the delegation discussion. That discussion includes the level of decision-making authority, amount of support, and methods for monitoring progress and measuring results.

ONLINE Leadership Development Course Descriptions

Resolving Workplace Conflict

Today's business environment challenges organizations to increase productivity, improve quality, shorten cycle time, and reduce costs. An unfortunate but natural byproduct of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships.

This course teaches learners how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and practice using the Interaction Essentials as they coach then mediate to resolve a conflict.

Driving Change

In today's complex and competitive environment, it's no surprise that 70 percent of workplace change initiatives fail. For workplace change initiatives to be successful, organizations need leaders who are able to turn resistance into commitment and inspire team members to take ownership of change.

This course provides the skills and resources learners need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change.

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