

OUTLINE

Taking Initiative

Lesson 1

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Aims

Lesson 2

What is Initiative?

- Definition
- Benefits, Personal and Professional
- Why People Don't Require Initiative
- Make Initiative a Priority
- Case Study
- Lesson Two: Review Questions

Lesson 3

Know Customers

- Be Open Minded
- Be Adaptable
- Making Decisions
- Take Responsibility
- Case Study
- Lesson Three: Review Questions

Lesson 4

Recognize When You Can Measure In

- Know Your Strengths and Skills
- Go the Extra Mile
- Listen Carefully
- Fill in the Gaps
- Case Study
- Lesson Four: Review Questions

Lesson 5

Recognize When You Can Move Outside the Standard

- Consider Culture and Values Before Acting
- Is It in the Scope of Your Authority?
- Communicate Ideas
- Act Solutions
- Case Study
- Lesson Five: Review Questions

Lesson 6

Weighing the Consequences

- Ask Questions
- Risk, Impact, or Cost Analysis
- Is Authorization Necessary?
- When Risks Are Too High
- Case Study
- Lesson Six: Review Questions

Lesson 7

Good or Bad

- The Fantastic
- The Terrible
- Develop Judgment
- Avoid Acting on Emotion
- Case Study
- Lesson Seven: Review Questions

Lesson 8

Confidence

- Are You Confident?
- Build Confidence
- Positive Thinking
- Visualization
- Case Study
- Lesson Eight: Review Questions

Lesson 9

Find Opportunities

- Internal Opportunities
- External Opportunities
- Apply Core Competencies
- What Problems Exist, and Can They Grow?
- Case Study
- Lesson Nine: Review Questions

Lesson 10

Be Persistent

- Handle Setbacks
- Manage Change
- Modify Ideas When Necessary
- Move Forward
- Case Study
- Lesson Ten: Review Questions

Lesson 11

Balance Initiative and Restraint

- Consider the Work in an Idea
- Develop Emotional Intelligence
- Know the Buy-in of Stakeholders
- Do Not Push All Ideas Forward
- Case Study
- Lesson Eleven: Review Questions

Lesson 12

Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Tests

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.