



**Lead effectively.**

# Essential Skills for Leadership

Our series offers targeted programs to help organizations improve the relationships between managers, team leaders and supervisors, and their team members. Our results-driven programs help improve productivity, enhance employee motivation and retention, and develop employees' work habits and potential.

**Essential Skills of Leadership**  
**Essential Skills of Communication**  
**Resolving Conflicts**  
**Providing Performance Feedback**  
**Developing Performance Goals and Standards**  
**Supporting Change**  
**Coaching Job Skills**  
**Communicating Up**  
**Delegating**  
**Effective Discipline**  
**Improving Work Habits**  
**Managing Complaints**

**Courses can be done in  
half-day, instructor-led sessions  
or can be delivered virtually.**



**Lehigh Carbon**  
**COMMUNITY COLLEGE**

**CENTER FOR LEADERSHIP &  
WORKFORCE DEVELOPMENT**

LCCC is a regionally accredited education institution.  
LCCC is a Commonwealth ITQ Approved Education Provider.

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