LEADERSHIP TRAINING COURSE PACK

Delta DL Enterprise, LLC | Dr. Dennis D. Louden

4-Week Online Course | Professional Development

Editable worksheets, quizzes, case studies, discussion guides, and weekly assignments.

Course Overview

This course pack is designed for a four-week leadership training experience. It can be taught live, delivered through recorded lessons, or used as a hybrid program with weekly discussion and accountability.

Course Outline

Week	Focus	Major Outcome	Assignment
Week 1	Leadership Identity and Communication	Identify personal leadership values and strengths	Write a one-paragraph leadership commitment statement.
Week 2	Decision-Making and Problem-Solving	Separate facts, assumptions, and emotions	Use the 5-Step Decision Path on one current workplace or personal decision.
Week 3	Trust, Teams, and Accountability	Build trust through consistency and transparency	Complete the Trust Audit worksheet.
Week 4	Leading Change and Your Leadership Action Plan	Explain change in a way people can understand	Complete the 90-Day Leadership Action Plan.

Week 1: Leadership Identity and Communication

Define your leadership identity, communicate clearly, and set expectations with confidence.

Learning Outcomes

- Identify personal leadership values and strengths
- Communicate expectations in direct, respectful language
- Listen actively and confirm understanding
- Create a personal leadership commitment statement

Slide Content

Slide 1: Welcome to Leadership Training

- Leadership is a practiced skill
- Your example teaches before your words
- Course goal: practical leadership you can use immediately

Slide 2: What Leadership Means

- Influence with responsibility
- Service before status
- Clarity, courage, consistency

Slide 3: Know Your Leadership Values

- Values guide decisions under pressure
- Name your non-negotiables
- Align words, actions, and standards

Slide 4: Communication That Lands

- Say the purpose first
- Use plain language
- Check understanding instead of assuming it

Slide 5: Active Listening

- Pause before responding
- Ask one clarifying question
- Summarize what you heard

Slide 6: Setting Expectations

- Define the task
- Define the standard
- Define the deadline and follow-up

Slide 7: Leadership Presence

- Calm body language
- Measured tone
- Prepared message
- Respect for every person

Slide 8: Week 1 Action

- Draft your leadership commitment
- Practice a clear expectation conversation
- Bring one real communication challenge to discussion

Worksheet

My top three leadership values are:

_____

_____

_____

When pressure rises, I want people to see me respond by:

_____

_____

_____

One communication habit I need to strengthen is:

_____

_____

_____

A conversation I have been avoiding is:

_____

_____

_____

My leadership commitment statement:

_____

_____

_____

Discussion Questions

1. What is the difference between being in charge and being a leader?

2. Which communication habit builds the most trust: clarity, listening, or follow-through? Why?

3. Describe a time when unclear expectations created a problem.

4. How should a leader correct someone without disrespecting them?

Case Study: The Missed Deadline

A team member misses an important deadline. The work affects three other people. The team member says the instructions were unclear, but the leader believed everyone understood.

1. What should the leader say first?

2. How can the leader protect both accountability and dignity?

3. What expectation should be reset for the future?

Weekly Assignment Form

Participant name: _____

Date: _____ Week: _____

- Write a one-paragraph leadership commitment statement.
- Hold one expectation-setting conversation using purpose, standard, deadline, and follow-up.
- Submit a short reflection describing what happened and what you will adjust.

Assignment notes and evidence:

_____

_____

_____

_____

_____

Weekly Quiz

1. Leadership is best described as:

   A. A title
   B. Influence with responsibility
   C. Control over others
   D. Avoiding conflict

2. The first step in clear communication is to:

   A. Speak longer
   B. State the purpose
   C. Use technical terms
   D. Delegate the message

3. Active listening includes:

A. Interrupting early

B. Checking understanding

C. Defending yourself

D. Changing the subject

4. A clear expectation should include:

A. Task only

B. Task, standard, deadline, and follow-up

C. Only a deadline

D. Only a reminder

5. A leadership commitment statement should be:

A. Private and unused

B. Specific and practiced

C. Vague and flexible

D. Written by someone else

Answer Key

1. B, 2. B, 3. B, 4. B, 5. B

Week 2: Decision-Making and Problem-Solving

Make practical decisions, analyze problems, and act with sound judgment under pressure.

Learning Outcomes

- Separate facts, assumptions, and emotions
- Use a simple decision framework
- Identify risks and next steps
- Communicate decisions with confidence and humility

Slide Content

Slide 1: Decisions Shape Culture

- Every decision teaches people what matters
- Indecision also sends a message
- Good leaders explain the reasoning

Slide 2: Facts, Assumptions, Emotions

- Facts can be verified
- Assumptions must be tested
- Emotions are signals, not final evidence

Slide 3: The 5-Step Decision Path

- Define the problem
- Gather facts
- Identify options
- Choose and act
- Review the result

Slide 4: When Time Is Short

- Clarify the immediate risk
- Protect safety and people first
- Make the next right decision
- Review after the pressure passes

Slide 5: Involving Others

- Invite relevant experience
- Do not surrender responsibility
- Close the loop after input

Slide 6: Problem-Solving Questions

- What is happening?
- What should be happening?
- What is within our control?
- What is the next measurable step?

Slide 7: Communicating the Decision

- State the decision
- Explain the reason
- Name the owner and deadline
- Invite questions

Slide 8: Week 2 Action

- Apply the 5-step path to one real decision
- Document the result
- Prepare to discuss what you learned

Worksheet

The problem I need to solve is:

_____

_____

_____

Facts I know:

_____

_____

_____

Assumptions I need to test:

_____

_____

_____

Three possible options:

_____

_____

_____

My decision, owner, deadline, and review date:

_____

_____

_____

Discussion Questions

1. When should a leader decide quickly, and when should the leader gather more input?

2. How can emotions help and harm a decision?

3. What makes a decision fair even when some people disagree with it?

4. How should a leader respond when a decision does not work?

Case Study: Two Good Options

A leader must choose between two qualified employees for a high-visibility assignment. One has stronger technical skills; the other has stronger communication skills. The deadline is close.

1. What facts matter most?

2. What bias could affect the choice?

3. How should the leader explain the decision to both employees?

Weekly Assignment Form

Participant name: _____

Date: _____ Week: _____

- Use the 5-Step Decision Path on one current workplace or personal decision.
- Write the facts, assumptions, options, decision, and review date.
- Be prepared to explain what made the decision difficult.

Assignment notes and evidence:

_____

_____

_____

_____

_____

Weekly Quiz

1. The first step in solving a problem is to:

A. Choose an answer

B. Define the problem

C. Assign blame

D. Wait for direction

2. An assumption should be:

A. Ignored

B. Treated as fact

C. Tested

D. Hidden

3. A decision review should happen:

A. Never

B. Only after failure

C. At a planned time

D. Only if requested

4. Involving others means the leader:

A. Gives up responsibility

B. Listens and remains responsible

C. Lets the group vote on everything

D. Avoids deciding

5. A good decision message includes:

A. Decision only

B. Decision, reason, owner, and deadline

C. A long explanation

D. No follow-up

Answer Key

1. B, 2. C, 3. C, 4. B, 5. B

Week 3: Trust, Teams, and Accountability

Build trust, strengthen teamwork, address performance, and create accountability without fear.

Learning Outcomes

- Build trust through consistency and transparency
- Recognize team roles and strengths
- Address performance concerns early
- Create accountability agreements that people understand

Slide Content

Slide 1: Trust Is the Leadership Currency

- Trust grows through repeated reliability
- People watch what leaders reward and tolerate
- Repair trust quickly when it is damaged

Slide 2: How Trust Is Built

- Keep commitments
- Tell the truth respectfully
- Admit mistakes
- Treat people consistently

Slide 3: Strong Teams

- Clear purpose
- Clear roles
- Healthy conflict
- Shared accountability

Slide 4: Accountability Is Not Punishment

- Accountability protects standards
- It begins with clear expectations
- It includes support, follow-up, and consequences

Slide 5: The Accountability Conversation

- Describe the gap
- Ask for perspective
- Agree on the correction
- Set the follow-up

Slide 6: Coaching for Growth

- Ask before telling
- Focus on behavior
- Build one next step
- Recognize progress

Slide 7: Handling Conflict

- Address early
- Separate people from the problem
- Seek shared interest
- Document agreements

Slide 8: Week 3 Action

- Complete a team trust audit
- Hold one coaching or accountability conversation
- Bring your notes to the live discussion

Worksheet

Trust is strongest on my team when:

_____

_____

_____

Trust is weakened when:

_____

_____

_____

One role or expectation that needs clarification is:

_____

_____

_____

One accountability conversation I need to hold is:

_____

_____

_____

The behavior, impact, correction, and follow-up date are:

_____

_____

_____

Discussion Questions

1. What behavior destroys trust fastest?

2. How can a leader hold people accountable without humiliating them?

3. What is the difference between healthy conflict and personal conflict?

4. How should a leader respond to repeated missed commitments?

Case Study: The Silent Team

A team stops speaking up in meetings after a leader dismissed two suggestions. Deadlines are met, but creativity and morale are falling.

1. What trust issue exists?

2. What should the leader acknowledge?

3. What practice can rebuild voice and participation?

Weekly Assignment Form

Participant name: _____

Date: _____ Week: _____

- Complete the Trust Audit worksheet.
- Hold one coaching or accountability conversation.
- Write what you said, how the person responded, and the follow-up date.

Assignment notes and evidence:

_____

_____

_____

_____

_____

Weekly Quiz

1. Trust is built primarily through:

A. Charisma

B. Repeated reliability

C. Strict rules

D. Position power

2. Accountability begins with:

A. Consequences
B. Clear expectations
C. Warnings
D. Documentation

3. A coaching conversation should focus on:

A. Personality
B. Behavior and next steps
C. Past mistakes only
D. Comparison to others

4. Healthy conflict focuses on:

A. Winning
B. The problem
C. Personal attacks
D. Avoidance

5. A follow-up date is important because it:

A. Ends accountability
B. Creates review and support
C. Replaces trust
D. Delays action

Answer Key

1. B, 2. B, 3. B, 4. B, 5. B

Week 4: Leading Change and Your Leadership Action Plan

Lead through change, strengthen resilience, and leave with a personal 90-day action plan.

Learning Outcomes

- Explain change in a way people can understand
- Support people through resistance and uncertainty
- Build a practical 90-day leadership plan
- Measure progress and continue growth after the course

Slide Content

Slide 1: Leadership During Change

- Change creates questions before it creates results
- People need purpose, clarity, and support
- Leaders set the emotional tone

Slide 2: Why People Resist Change

- Loss of control
- Fear of failure
- Unclear benefit
- Past negative experiences

Slide 3: The Change Message

- What is changing?
- Why now?
- What stays the same?
- What support is available?
- What happens next?

Slide 4: Resilient Leadership

- Stay steady
- Adapt without abandoning values
- Recover publicly and privately
- Learn from disruption

Slide 5: Your 90-Day Plan

- Choose one leadership priority
- Define weekly actions
- Name support and obstacles
- Schedule review dates

Slide 6: Measuring Growth

- Behavior changed
- Feedback received
- Results improved
- Habits sustained

Slide 7: Continuing Your Development

- Mentors and peers
- Reading and reflection
- Practice assignments
- Regular self-review

Slide 8: Course Completion

- Submit your 90-day plan
- Share one commitment
- Identify your next growth step

Worksheet

The change I need to lead is:

_____

_____

_____

People may resist because:

_____

_____

_____

My clear change message is:

_____

_____

_____

My 90-day leadership priority is:

_____

_____

_____

My first weekly action, support person, and review date are:

_____

_____

_____

Discussion Questions

1. What do people need most from a leader during change?

2. How can a leader be compassionate and still move forward?

3. What should be measured in a leadership growth plan?

4. Which leadership habit will you continue after this course?

Case Study: The Sudden Change

A department must adopt a new process in 30 days. Employees are worried about workload and learning the new system. The leader must announce the change and keep performance steady.

1. What should the first message include?

2. How should the leader respond to resistance?

3. What support and follow-up should be provided?

Weekly Assignment Form

Participant name: _____

Date: _____ Week: _____

- Complete the 90-Day Leadership Action Plan.
- Write one change message using the five-part model.
- Submit your final reflection and completion checklist.

Assignment notes and evidence:

_____

_____

_____

_____

_____

Weekly Quiz

1. During change, people first need:

A. A longer policy

B. Purpose, clarity, and support

C. Less communication

D. Immediate consequences

2. Resistance can come from:

   A. Fear of failure
   B. Loss of control
   C. Unclear benefit
   D. All of the above

3. A 90-day plan should include:

   A. A goal only
   B. Actions, support, obstacles, and review dates
   C. A title
   D. No measurement

4. Resilient leadership means:

   A. Never changing
   B. Adapting while keeping values
   C. Avoiding pressure
   D. Working alone

5. The final course product is:

   A. A quiz only
   B. A 90-day leadership action plan
   C. A certificate request
   D. A team survey

Answer Key

1. B, 2. D, 3. B, 4. B, 5. B

Completion Checklist

[ ] Week 1 worksheet, conversation, quiz, and reflection completed

[ ] Week 2 decision worksheet, decision action, quiz, and reflection completed

[ ] Week 3 trust audit, coaching conversation, quiz, and reflection completed

[ ] Week 4 change message, 90-day plan, quiz, and final reflection completed

[ ] Final participant review completed with Dr. Louden

Participant signature: _____

Instructor signature: _____

Completion date: _____