

Slide 1



Slide 2

What are the qualities or behaviors of a good leader?

Slide 3

Broad leadership concepts of this course:

- Organization and planning skills
- Communication Skills
- Learning and listening skills

Preview Only

Slide 13

B.R.I.E.F.

- **B**ig Picture: Scenario
- **R**estate Mission Objective
- **I**dentify Top Threats & Resources
- **E**xecution — Final Plan
- **F**lexibility — Contingencies

Slide 14

Brief the Scenario

Funding loans, hiring new employees and customer satisfaction scores.

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Restate the Mission Objective

- Complete 55 loans by 5pm.
- Interview two applicants.
- Maintain customer satisfaction scores greater or equal to 9.5.

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Slide 16

Identify the Threats and Resources

Threats

- Sonya called out ill
- Lunch threatened by interviews of applicants

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Identify the Threats and Resources

<u>Threats</u>	<u>Resources</u>
<ul style="list-style-type: none">• Sonya called out ill• Lunch threatened by interviews of applicants	<ul style="list-style-type: none">• Full support of the Regional Manager• Team leader proofed and noted resumes of applicants.

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Execution

- Fund the loans in accordance with standards.
- Each team member will take ¼ of Sonya's work load.
- 1st interview at 12:00 and 2nd at 12:45. Lunch at 1:30pm
- Debrief at 4:45pm

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Flexibility (Contingencies)

- The Team Leader requests that he be notified by 12pm if anyone is behind in the loan funding.
- Applicants that are more than 5 minutes late will be rescheduled.

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B.R.I.E.F.

- Big Picture: Scenario
- Restate Mission Objective
- Identify Top Threats & Resources
- Execution — Final Plan
- Flexibility — Contingencies

Slide 21

Rules of Engagement for Briefings

- Briefings are not meetings. The leader should have control.
- Hold questions until the end.
- Use visual aids.

Preview Only

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**Video:
IV. Conclusion**

Slide 38



Preview Only
