

## **Leadership Instructional Outcomes**

**As a result of this training, participants will be able to:**

- Demonstrate examples of good conduct
- List the qualities of a good leader
- Explain the relationship between Critical Moments and effective Leadership
- List four reasons why people resist change
- Compare and contrast Positional Authority and Personal Power
- List six characteristics of the winning team
- Identify sources of conflict
- Detail four classical solutions for conflict resolution



**Thomas E. Pomeranz, Ed.D. • President and CEO**  
8126 Wellsbrook Drive, Indianapolis, IN 46278  
Voice: (317) 871-2092 • Fax: (317) 871-2096 • [tpomer@aol.com](mailto:tpomer@aol.com)  
[www.universallifestiles.com](http://www.universallifestiles.com)