



2018

LEADERSHIP
DEVELOPMENT
MANUAL

Phone: +1 (425) 802-8209

Website: <http://www.si4dev.org/> | Email: contact@si4dev.org;

Address: 5th Avenue T Close Festac Town, Lagos State, Nigeria 102314

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1.0 About SI4DEV

Strategy and Innovation for Development (SI4DEV) Initiative is an NGO registered in Nigeria as an affiliate organization of The Spring Development Initiative in the United States. SI4DEV partners with local leaders working towards sustainable communities where every citizen has fair access to the resources and opportunities needed to achieve their full potential.

Our pathway to equity is through supporting strong governance systems; to achieve health, education, and economic development of local communities. We therefore empower our partners by providing the tools, resources and inspiration they need while taking action to improve their communities. We equip them with training and experiential skills in core areas like needs assessment, action planning, project management, evaluation, and sustainability.

VISION

Communities with more participation in governance, accountable leadership, sustainable businesses and access to high-quality healthcare and education for all.

MISSION

Partnering with innovative change-makers through leadership training, capacity building and technical support for collaborative action towards positive social change.

1.1 SOCIAL CHANGE GOALS

We believe in the power of people and communities to lead positive social change and sustainable development. Our partners include government officials and policy makers, healthcare providers, educators, civil society and faith-based organizations, political and business leaders. After being empowered, they will in turn influence their communities towards the use of innovative and evidence-based strategies to achieve lasting results in governance, health, education, and enterprise.

Below are the individual behavioral and culture change outcomes we work to achieve which are necessary ingredients to transformational leadership and sustainable development;

1. Active community participation in governance and policy making.
2. Rigorous debate and evidence-based decision making in all areas.
3. Ability to identify challenges and dynamic problem-solving.
4. Collaboration on efficient solutions to local and industry challenges.
5. Value based thinking and expectation of consistent good quality from all providers.
6. The demand for 'implementation-planning' as a mandatory policy tool.
7. Effective communication and a holistic approach to service delivery.
8. Uptake of improvement models, standards and benchmarks.
9. A mindset of evaluation and continuous improvement.

1.2 HISTORY OF SI4DEV

The founding members of SI4DEV have between them, several years of networking activities among multicultural groups and professionals in the United States while at the same time providing funding support to the improvement of communities in Nigeria. In pulling together this charitable organization, the plan is to harness their network, experience and skills, and connect it with the Nigerian partners in order to fully realize their impact.

Our programs are structured around the participation of SI4DEV Partners and our affiliate relationship with the US organization (The Spring Development Initiative) to create improvement opportunities for diverse communities in Nigeria. These partners include individual volunteers, small enterprises, and local nonprofit organizations who maximize their efforts to create social change and sustainable development in their community.



Figure 2 – SI4DEV Partners in Nigeria

SI4DEV has created this training manual to empower its partners and provide guidance for a better quality of personal development as well as community development. This training is the starting point for all who are in the process of or have taken the responsibility of leading within their organizations and communities. It focuses on the person as an individual and guides in healthy self-development, and then gives insight on how to be an effective leader for others in the community.

1.3 THE LEADERSHIP PROGRAM

SI4DEV believes it is the responsibility of all within the community to ensure that there is a positive change (continuous improvement and ongoing development) of their community. SI4DEV has created this leadership program to ensure there is a quality resource of additional education for potential and current leaders within these communities.

It is understood that leaders are not simply those in political positions of authority or in governance, nonprofit and business owners and professionals are also leaders in their own sphere of influence. This leadership program is not only focusing on the future career path of the individual but also on the basic human needs of that individual to ensure their effectiveness as a leader wherever they find themselves.

1.4 GOALS OF THE LEADERSHIP PROGRAM

The Goals of the Leadership Program are simple. It will train on the effective characteristics of what makes a leader and provide the individual with empowerment to achieve success in any role they may choose.

The program is a four-week program taught via web-based videos and a classroom with this training manual as a guide. Each section outlined in the “Table of Contents” will be covered on a weekly basis so that the information is better retained due to the different learning styles of the many participants. The training is set up to stimulate visual, audio, and mindful learning so that every recipient can retain all the information and begin implementing in their lives.



2.0 What Makes a Leader?

In 2016, the Harvard Business Review states that there are several things that make a leader. They stated that it is “emotional intelligence that makes the individual a great leader. Emotional intelligence is the ability to monitor your feelings and the feelings of others to guide your thinking a behavior which is twice as important as a high technical skills and IQ”. There are five components of emotional intelligence which was developed by Psychologist Daniel Goldman. These components are self-awareness, self-regulation, motivation, empathy, and social skill. (See references for links and details)

This program will help you become aware of these 5 components by fully developing your knowledge of each component one day at a time.

The 5 Components of Emotional Intelligence Defined



YOUR THOUGHTS ON LEADERSHIP?

Take time to write what you think leadership is. Then discuss in a group setting before continuing to the next page.

JUST WRITE!

There are no right or wrong answers for this section. Take time to think about what leadership means to you and write it all out and be creative. This is your first step into the program, so LEAP!

2.1 LEADERSHIP DEFINED

Now that you've had the time to provide your definition of what leadership is and discuss it with the group, it's time to get deeper into the meaning of leadership and the characteristic responsibilities it entails including the 5 components mentioned in **section 1.3** of this training manual.

Leadership is defined as the action of leading a group of people, an organization, or a country. This is mainly done through motivating a group towards achieving a common goal. In the position of leadership, an individual possesses a combination of personality and leadership skills that makes others want to follow his or her direction. The personality and leadership skills will be defined into categories.

First, the personality of a leader is broken down into 7 traits by Jim Rohn in the 2017 article of Success Magazine. He wrote that the 7 personality traits of a great leader are as follows:

1. Learn to be strong but not impolite.
2. Learn to be kind but not weak.
3. Learn to be bold but not a bully.
4. Learn to be humble but not timid.
5. Learn to be proud but not arrogant.
6. Learn to develop humor without folly.
7. Learn to deal in realities.

Now, we're going to add the skills to coincide with the personality which forms an effective leader.

1. Communication (Nonverbal and Verbal)
2. Motivation
3. Delegating
4. Positivity
5. Trustworthiness
6. Creativity
7. Feedback
8. Responsibility
9. Commitment
10. Flexibility

2.2 WHAT ARE YOUR LEADERSHIP TRAITS?

IDENTIFY YOUR LEADERSHIP PERSONALITY:

On this page you will write down what you currently have from the above list of leader personalities and leadership skills.

Your instructor will take the time to go over each personality and skill in detail so that you understand what they are and how they are applied.

“Leadership is unlocking people’s potential to become better.”

By Bill Bradley

2.3 VARIOUS TYPES OF LEADERSHIP STYLES

The website wisetoast.com lists 12 different types of leadership styles. This section will give distinction to these types because there are more than one type of leader. Going back to what we defined as a leader in the beginning of this training manual, anyone can identify themselves in a leadership role at any time in their lives. Let's take a look at the various types to see which you identify with. It is okay to identify with only one or more than one of these types because everyone is different.

First up is autocratic leadership. **Autocratic Leadership** style is centered around being the boss who holds all authority and responsibility while making decisions on your own without consulting subordinates.

Second, we have democratic leadership. **Democratic Leadership** style is allowing subordinates to be involved in making decisions in which the headship is centered around subordinates' contributions. In other words, the democratic leader still holds final responsibility but delegates authority to other people.

Third, is the strategic leadership style. **Strategic Leadership** style involves a leader who is the head of an organization but not limited to those at the top of the organization.

The fourth style is transformational leadership. **Transformational Leadership** style is all about initiating change within groups, oneself, organizations, and others by motivating others to do more than they originally intended and even more than they thought possible.

The fifth style is team leadership. **Team Leadership** style is the creation of a vivid picture of its future showing where it is headed and what it will stand for. The vision inspires and provides a strong sense of purpose and direction.

The sixth style is coaching leadership. **Coaching Leadership** style involves teaching and supervising followers while being highly operational in setting where results and performance require improvement through helping followers improve their skills.

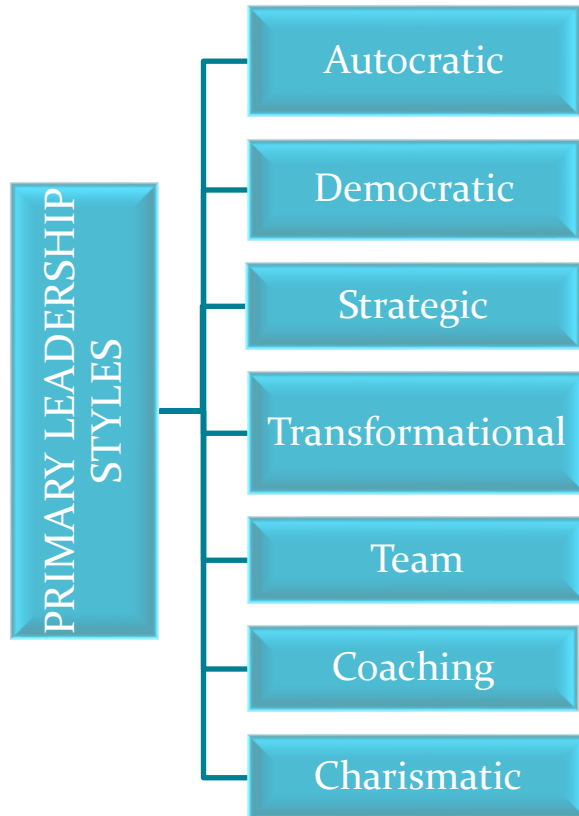
Charismatic Leadership style, the seventh style, is a charismatic leader who manifests his or her own revolutionary power with the transformation of followers' values and beliefs.

Last to be mentioned in detail, is the eighth style, visionary leadership. **Visionary Leadership** style is a leader who recognizes that the methods, steps, and processes of leadership are all obtained with and through people.

The other four leadership styles that were not listed with details are: cross-cultural leadership style, facilitative leadership style, Laissez-faire leadership style, and transactional leadership style. The reason for the isolation of these styles is due to the least likelihood of usage. Given

some do have definite qualities that the majority of leaders utilized, they are least likely to be categorized under these exact styles.

Your instructor will provide you with a separate document that gives all twelve leadership styles and their details. On the next page, you will go into which styles you identify with before moving on to the next section.



2.4 IDENTIFYING YOUR LEADERSHIP STYLE

What is your leadership style?

As stated in the prior document, you may identify with one or more of the different styles. Write the style or styles that you identify with and give a brief description why.

3.0 Becoming a Leader

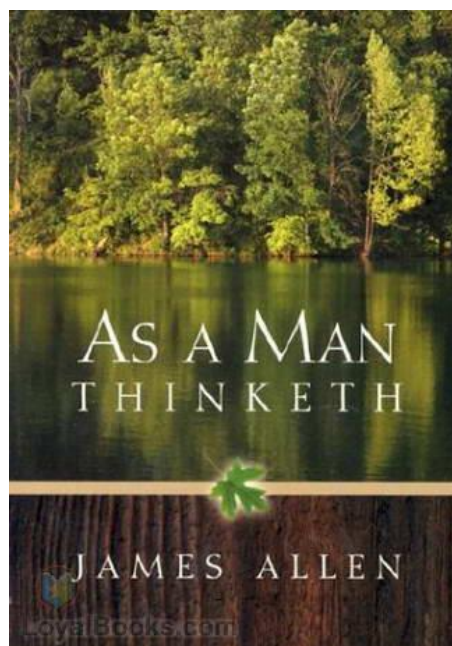
In **sections 2.0**, leadership is defined and broken down into different styles, and you were even able to list the style or styles you identify with in the previous document. For this section, we will focus on what it takes to become a leader. Some individuals are groomed from birth to lead or may even have the natural capabilities, but it is never too late to develop yourself into a leader. You just need to know what you want to do and become as you see yourself. There are no designated steps to becoming a leader, but certain strategies can be implemented in order to achieve distinct leadership habits.

Since we have discussed the personalities of leaders and leadership skills, this section will only focus on the few things that are missing to give you a complete idea of what it is going to take. This section is detailed so that anyone who reads it or is being taught from it will have a clear understanding with great retention of a leader and all that leadership entails.

Becoming a leader is more than just leading people. It is a purpose with a cause. It is a continual job with a lot of responsibilities. The details of the different styles gives insight in regards to the responsibility of not only the leader, but sometimes the people that are following the leader.

What is missing? There are other tasks that are important to becoming not just a leader, but an effective leader. One of those tasks are **reading**. It has been documented in the early ages of time, that the most successful people read books. It is so important that this is taught and reiterated. All the knowledge of the world is in a book.

Below is the cover of one book we really like, and you will be provided a printout of the book by your instructor. This is the best book to demonstrate effective leadership and success. It is called ***As a Man Thought*** by James Allen.



3.1 READING AS A LEADERERSHIP SKILL

Take the time to read this book and really grasps the story’s meaning. It is a show of leadership, and once you’ve read it, your instructor will go over this with you at the end of the week from the moment you received this book. It’s a short book, so it shouldn’t take a lot of time to get through.

Now that we have your first reading assignment listed, it will behoove you to keep reading even after you have completed this book. The world can be unkind if you don’t know much, and your capabilities as a leader will diminish.

Below, write a few leadership qualities you identified from the book. This will all be discussed at the end of the week.

3.2 COMMUNICATION

Communication is very important. On an importance scale of 1 to 10, with 1 being the lowest and 10 being the highest, communication ranks at 10. It is the basis of everything, and the leadership skill that all leaders must perfect in order to be in leadership.

Although communication is listed as a leadership skill, this training will go deeper than its surface because of its utmost importance. All successful leaders utilize communication to get actions started in order to successfully reach a goal.

There are two forms of communication: verbal and nonverbal. Let's start by defining communication. **Communication** is the exchanging of information. **Verbal communication** is spoken communication, and **nonverbal communication** occurs through sending and

receiving wordless clues; can also indicate the action of writing. As a leader, in any form, people notice this skill first. All effective leaders were able to communicate effectively.

“OPPORTUNITIES DON’T HAPPEN. YOU
CREATE THEM.”

CHRIS GROSSER

For this part, get familiar with how you speak and display body language.

These are all forms of communication. Your instructor will demonstrate positive and negative communication, and then you will have the opportunity to practice also.

This is a skill that can be practiced anywhere, but the best place is in front of a mirror. This will help you familiarize yourself with how you look saying certain things, making certain expressions for certain phrases, and take account of your body language through the entire process. Quality communication is your responsibility, so, take every opportunity to work on it. Even when you think you've mastered it, practice more.

In the next section, you will work on the various communication methods.

3.3 WHAT IS EFFECTIVE COMMUNICATION?

Effective communication is more than being able to articulate words in perfect sentence structure, having stimulating facial expressions and body language, and being able to type up the perfect letter format. It is both what goes out and what comes in; the speaking and listening.

In a later section, we will discuss listening skills in detail. This section will only touch on the topic in order to provide a thorough presentation of what effective communication is entirely.

To communicate effectively includes being able to communicate with superiors, colleagues, and staff as an essential ability. Building communication requires certain skills as well. These skills are as follows: active listening, body language, clarity and concision, friendliness, confidence, empathy, open-mindedness, respect, feedback, and knowing what form of communication to use.

If you noticed, a lot of the same skills required for communication are also the same skills required to be a successful leader. This shows how these skills are interchangeable with proven qualities towards becoming a valued leader.

Take the time to discover different times in your life where communication has helped you in a situation. Use this time to think among yourselves and then discuss with a group for comparison. This is a perfect time to evaluate your communication skills to see where your strength and weaknesses are.

In the next section, we will go a little deeper into looking at some methods of communication. Knowing the various forms allows a leader to be on common ground with everyone in order to get things done. This adaptability in communication builds trust and establishes rapport with all individuals a leader comes into contact with.

Your instructor will also go into detail about the list of skills in this section and how it relates to communication. Write down these skills and measure your strength for each one on a scale from 1-3 with 1 being “strong”, 2 being “weak”, and 3 being “needs improvement/not used”. This will help you get a deeper insight on where you stand in your communication and what can be improved.

3.4 VARIOUS COMMUNICATION METHODS

In this section we will go into the various communication methods. When it comes to communication, people tend to only recognize one method, unless a profession or situation require other methods. Communication, as we acknowledged in **section 3.0**, is more than just speaking and facial expressions, and it's effectiveness is based on it's delivery.

For leadership, person to person delivery, such as greetings, meetings and speeches, are used on a daily basis. A leader is proven successful by their communication abilities.

The various methods of communication were already listed, but we will revisit them in a more detailed form.

First, let's look at **written communication** and the P.O.W.E.R. plan. P.O.W.E.R. stands for: plan, organize, write, edit, and revise. This plan is used in order to ensure the written communication is correct and sufficient. This ensure the message is written simple, clear, and direct.



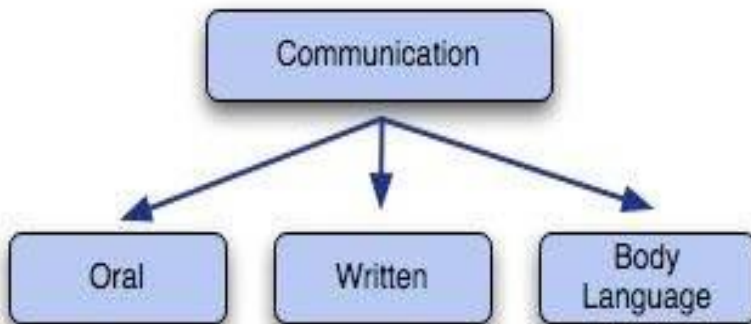
Next, let's look at **nonverbal communication** which is primarily your **body language**. Body language is all about actions. Even when an individual is silent, their body language still sends a message to the receiver.



Consistent actions with communication builds a great foundation of trust. This is important because in order for a leader to be listened to, the individuals listening must feel they can trust what they are receiving from the leader. To know your body language, the mirror is the best tool for studying yourself. In a previous section, mirror practice was stated already and will definitely be a great way to get familiar with yourself. Use this practice as much as possible to get comfortable with expressions and gestures you utilize then note what you feel works well for you and what may need improvement.

Our last method is **verbal communication**, and it is highly utilized. We have stated this method in the previous section and although it is utilized quite often, there are some drawbacks if it isn't used properly. Two parts of verbal communication are active listening and constructive feedback. These two parts can alter the quality of verbal communication.

These methods are used on a daily basis, and to ensure success, they must be mastered. For this section, take the time out to practice these communication methods. The best test of communication comes from talking with strangers. Go out and meet some people and take notes on what you learned. This stress test on communication builds confidence and to familiarize yourself with your quality of communication.



Practice!

Use this section for your practices. Write down all your notes of your strengths and weaknesses with the various communication methods

4.0 Listening Skills

4.1 HOW TO LISTEN TO UNDERSTAND AND NOT ONLY TO RESPOND

Listening is a valuable part of communication. Listening helps build relationships, improve accuracy, resolve conflicts, ensure understanding, and solve problems, according to *Forbes.com*'s article written by Dianne Schilling. This article provides 10 tips to developing listening skills. Let's review 5 of them.

Tip #1: Keep an open mind. The main reason for this tip is so that you can listen without judgement or thoughts clouding your ability to actually hear and understand what you are listening to without internal distractions.

Tip #2: Be attentive, but relax. Relaxation while listening allows better retainment or absorption of what is being listened to.

Tip #3: Listen to the words and try to picture what the speaker is saying. This action provides a visual stimulus with the words and helps if any feedback is needed in the correspondence.

Tip #4: Don't interrupt and don't impose your solutions. This covers the "listening to respond only" issue that so many contribute to communication, and it is NOT effective. It makes the listener look pushy, impolite, and uncompassionate towards the speaker. Always wait for a pause or the speaker to stop speaking before contributing to the conversation.

Tip #5: Ask questions only to ensure understanding. When there are moments that the speaker pauses, this is the time to ask questions for clarity if there is something that you don't understand in what was communicated to you. This shows that you were listening and is a very polite way to ask a question without interrupting.

ROLE PLAY - Take time to practice listening. In your group, take turns speaking and listening to each other and note any strengths and weaknesses in your listening skills.



4.2 LISTENING SKILLS: PRACTICE NOTES

PACTICE!

Use the Space above to write your notes from your listening skills practice.

5.0 Project Management

To conclude this leadership training, we are going to focus on **Project Management**. Project management is the application of knowledge, tools, skills, and techniques to project activities to meet the project requirements.

Wikipedia defines **Project Management** as the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specific time. A **project** is a temporary endeavor designed to produce a unique product, service, or result with a defined beginning and end undertaken to meet unique goals and objectives, typically to bring about beneficial change or added value.

5.1 SETTING PROJECT OBJECTIVES

This is important for all projects. There are five elements to creating objectives for the project. The five elements are: Statement which is a brief narrative description of what you want to achieve; measures that show indicators you'll use to assess your achievements; performance specifications that represents the value of each measure that define success; be brief when describing each objective; and don't use technical jargon (elaborate terms) when describing the objective. There's another element that is very useful for setting project objectives, and it is S.M.A.R.T. which stands for Specific. Measurable. Aggressive. Realistic. And Time sensitive summing up all of what you need to set clear achievable, and at the same time, challenging objectives.

Another part of project management are the **project stakeholders**. A **project stakeholder** as an individual, group, or organization who may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project.

There are five phases in a projects life cycle. These five phases are initiating, planning, executing, controlling, and closing. The timeframe for completion depends on the project and the anticipated goal. When all these phases are implemented, an end time can be predicted. There are always lessons to learn from each project completed. Lessons learned are good for the team, organizations, and existing and future projects.

5.2 PROJECT MANAGEMENT FIVE-GROUP PROCESSES

- Initiating- when an idea for a project is carefully examined to determine whether or not it is beneficial
- Planning- to put in writing by outlining the work to be performed
- Executing- tasks are distributed and teams are informed of responsibilities making this a great time to deliver project related information.
- Monitoring and Controlling- the time to adjust schedules by comparing project status and progress to the actual plan

- Closing- once the tasks of the project are completed, the client will approve the outcome and an evaluation may be performed to highlight project success; also, to possibly learn from project history

It is important to understand project management as a leader because this is one of the many skills a leader will need to develop proficiency in.

5.3 STEPS FOR PROJECT IMPLEMENTATION

To put together and implement your project, below are the steps you need to follow:

1. Create a Project Team
2. Define the problem, challenge, or opportunity for improvement
3. Define the aims/goals of your project
4. Design all the steps of the project
5. Develop a pilot plan for testing the effectiveness of your project
6. Develop a plan for implementing the project at scale
7. Develop a plan for how you can sustain the project and continue to improve
8. Develop a plan to communicate your project to stakeholders and the public
9. Develop a project implementation timeline
10. Review your implementation plan with key stakeholders and modify according to input.

As we come to the end of this section, you will use the information shared above to complete the plans for a community improvement project in your community. Use the next page to write the plan down. The projects you can choose from include:

- Designing and creating a simple and useful computer/smartphone application;
- Organizing an Event - training, seminar/workshop, or cultural exhibition;
- New product development – something simple that will help the community.
- Any other project that will be beneficial for your community



Practice!

Use this section for practice. Write down notes of your proposed project and how you plan to carry it out based on the 10 steps on previous page.

6.0 Self-Development

In this final section, we will focus on you, the leader trainee, and what you have learnt from this manual. This section is simply to reaffirm certain things all individuals must take constant notice of to be the best leader possible. The information will be brief for the 5 parts of this section because of its familiarity.

Self-development is a process in which someone looks to further develop their character, abilities, or both. In leadership, self-development coincides with success as a leader and is a lifelong process. You will not stop developing.

6.1 CONFIDENCE AND SELF-ASSURANCE

Confidence and self-assurance are major contributors to a person's character. The definition defines them as the feeling or belief that one can rely on something or someone; a firm trust and self-assurance from one's appreciation of one's own abilities or qualities.

Your behavior, the way you speak, and body language are major components of confidence and self-assurance. In the earlier sections, there are practices involving the mirror that will help with your confidence and self-assurance. Use them to develop these characteristics within yourself as well.

6.2 HEALTH

Health is definitely an area of self-development that should be taken seriously. It is indeed a matter of life or death; drastically stated, but true. The role of a leader has a lot of responsibilities that can deteriorate mental and physical health. So we will look a little deeper into what this entails.

Nutrition and exercise are very important contributors to a healthy lifestyle. This is not to say that you need to change anything unless you feel there is a need to do so. These two categories are based on a person's height, weight, and capabilities so it is best to consult with someone about what will work for you. Health requires balance in these categories and it is important to learn what your balance is and maintain it.

6.3 EDUCATION

Education comes in many forms and is definitely important in self-development. Education is defined as an enlightened experience or the process of receiving systematic instruction, usually in a school or university. Education is an ongoing process because you are always learning. Education can be received through any and all experiences in which something new is learned or relearned.

There is no right or wrong education, but the goal of a leader is to be knowledgeable in many areas. This opens up various opportunities for the leader to build rapport with anybody in any situation from any background.

6.4 PERSONAL FINANCES

Finances are the economic glue for all organizational, community, and personal structure. It is an important factor in leadership that the leader is knowledgeable in handling their personal finances which can be best done through budgeting.

Here is the basic financial budget for personal finances. Use this to begin budgeting your finances which is a great skill to have as a leader.

Your Income

Take-home pay (Wages and salaries). N
Additional income (Side business, interest, etc.) N
Total income N

Your Expenses

Housing (Rent or cost of building a house) N
Transportation (Car payments, bus fares, etc.) N
Utilities (Heat, electricity, water, etc.) N
Subscriptions (Cable, internet, cell phone, gym, etc.) N
Groceries (food stuff, meat, etc.) N
Medical (Co-pays, prescriptions, etc.) N
Dining, travel, and entertainment N
Other discretionary spending (Hobbies, personal care, etc.) N
Debt payments (card repayments, student loans, etc.) N
Savings N
Other N
Total expenses N

Your Bottom Line

Income minus expenses N

6.5 BUDGETING FOR PROJECTS

When planning a project as a leader, one key thing never to leave out is the budget implications of the project, which is basically how much the entire project will cost. For instance in planning the following event for a World Malaria day awareness campaign, below are the proposed activities and the total cost of the event showing each item needed and cost.

PROPOSED ACTION ITEMS

1. Distribution of 100 Long Lasting Insecticidal Nets (LLINs)
2. Local health workers, including doctors and lab technicians to facilitate workshop for facility staff on need for laboratory confirmation of malaria and requirements for quality data collection.
3. Midwives or trained nurses to facilitate seminar for women 18 – 50 years on need for Intermittent Preventive Treatment for Pregnant Women (IPTp) during regular Antenatal Care (ANC).
4. Free rapid diagnostic testing for all willing participants and treatment of malaria patients

BUDGET

Item Description	Quantity	Cost per (1) item	Total
Long-lasting Insecticide treated Nets	100	N800	N80,000
Hall for 5 hours	1	N20,000	N20,000
Doctors	2	N10,000	N20,000
Lab Technicians	2	N5,000	N10,000
Nurses	2	N5,000	N10,000
RDT testing	100	N300	N30,000
ACT drugs - Adult	50	N600	N30,000
ACT drugs - Children	50	N400	N20,000
Refreshments (snack and a drink)	100	N200	N20,000
Logistics support			N10,000
Total			N250,000

SI4DEV's Leadership Training Program Conclusion

Have fun with this program and use your imagination! This document with your notes and responses will be presented to SI4DEV staff to meet the requirements of your leadership training, but you will get it back.

Upon successful review of this training program you will be provided with a certificate of completion to show that you have actively taken part in this entire program.

Congratulations on making it this far, and good luck in using your new leadership skills!

Sincerely,

Nkem Akinsoto

Founder
SI4DEV

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Self-Regulation: <https://www.education.com/reference/article/self-regulation-development-skill/>

Self-awareness: <https://www.pathwaytohappiness.com/self-awareness.htm> provided through Google search

Motivation: <https://www.merriam-webster.com/dictionary/motivation> and provided through Google search

Social Skill: https://en.m.wikipedia.org/wiki/Social_skills

Leadership Personalities: <https://www.success.com/article/rohn-7-personality-traits-of-a-great-leader>

Leadership Skills: <https://www.thebalance.com/top-leadership-skills-2063782>

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