

**pax8**Academy

# **SO, THEY WANT YOU TO LEAD**

Syllabus

Last updated: June 2024

## Course Overview

Pax8 Academy – So, They Want you to Lead is a four-session course designed for MSP employees with leadership potential or for those who have recently stepped into a formal or informal leadership position.

This course will introduce you to many essential leadership topics and will guide you to find success whether you have a leadership title or not. You will learn about the role of a leader and know how your role fits into the organization. In the course we will discuss how to build the skills needed to be successful in your role including communication, delegation, how to motivate and hold others accountable, and build a team. There will also be a focus on using your role to achieve greater efficiency and scalability – to grow an organization full of people like you. Finally, the course will cover the importance of relationships for leaders with managers, peers, vendors, and clients.

You should take this course if you:

- Were recently promoted employees into a leadership role (Tech Lead, Dispatch Lead, Sales Lead, Manager, etc.)
- Are the only person covering a full department (sole Account Manager, sole salesperson, etc)
- Have been identified as someone with leadership potential or you are interested in a future leadership role.

## What You'll Get

- 4 hours of virtual, interactive, instructor-led content by an MSP-industry expert
- Downloadable videos\* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and additional resources.

## Learning Objectives

By attending this course, you will learn how to:

- Understand the role of a leader and your contribution to the company.
- Develop the skills needed to be successful in your new leadership role.
- Prepare to scale through process, training, and measuring metrics.
- Build strong relationships with company leadership, peers, vendors, and clients

\*Videos will either be recordings from your session, or they may be previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to reap the full benefits of Q&A with the instructor and class.

## Schedule of Topics

### Session 1: Role of a Leader

- Understanding the role of a leader (Lead, Manager)
- Understanding your specific role
- Understanding the big picture

### Session 2: Skill building

- Communication
- Delegation
- Goal setting
- Accountability
- Motivation
- Positivity
- Team-Building

### Session 3: Scaling and why it matters

- 5 phases
- Processes
- Training
- KPIs

### Session 4: Navigating Relationships

- Your role in the company
- Leadership relationships
- Peer relationships
- Vendor relationships
- Client relationships

## Instructor



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## Additional Resources

Continue learning with these recommendations:

- TBA

## Next Steps

Explore your next step with Pax8 Academy:

- On Demand
  - [Authoring Mission Vision and Value Statements](#)
- Instructor Led Course
  - [Operations for Efficiency and Profitability](#)
- Peer Groups
  - Join a Peer Group. [Apply here!](#)
- Coaching
  - Sign up for Operations Coaching [here!](#)