

Hands-on course , 2
day(s)
Ref : EAL

Pre-requisites

Team management
experience required.

Next sessions

Leadership and Team Management

OBJECTIVES

How to align teams for greater performance. Understanding good Leadership behaviours. Knowing your leadership style. Learning the difference between Leadership and Management. Gaining insight into your Patterns, Beliefs and Rules.

1) What is a Leader?

2) Leadership Styles

3) Enhancing Team Performance

4) Empowering, Motivating and Inspiring Others

5) Improving Working Relationships

6) Being Assertive

1) What is a Leader?

- Why people follow leaders.
- Characteristics and behaviours of effective leaders.
- Management and leadership.

2) Leadership Styles

- Self-evaluation your preferred leadership style.
- Principles of team-building.
- Defining Qualities and Strengths.
- Create your personal plan for success.

3) Enhancing Team Performance

- How well do you motivate your employees: measure your skills.
- Characteristics of high performing teams.
- Understanding human work-related needs.
- Creating a motivational work environment.
- Motivating difficult team members.
- Performance evaluation based on results and agreed upon objectives.
- Review priorities during periods of change.

Exercise

Role-play situations for managers.

4) Empowering, Motivating and Inspiring Others

- Acquiring strategic vision.
- Key decision-making techniques.
- Developing stronger impact and influence.
- Perfecting your persuasive powers when negotiating.
- Eliciting commitment to move things forward.
- Leading by Example.

Exercise

Role-play situations for managers.

5) Improving Working Relationships

- Developing communication skills.
- Preventing misunderstandings and conflict.
- Improving the communication process.
- The Art of giving feedback.
- Master techniques for gaining agreement and buy-in.
- Developing credibility through expertise and relationships.
- Delegating and mentoring to help others to increase their skill sets.
- Encouraging others to be resourceful.

Exercise

Role-play situations for managers.

6) Being Assertive

- Understanding assertiveness and how it differs from aggression and submission.
- Saying 'No' to unreasonable requests.
- Giving criticism effectively.
- Setting boundaries for others.
- Presenting clear messages.
- Closing conversations.
- Gaining increased confidence.
- Handling your Stress and other people's.

Exercise

How are you assertive? Role-play situations for managers.