



1st Leadership Course

Course outline:

Swamped by work, juggling tasks, under conflicting pressures and managing people, managers are often left untrained and not given the right skills and development to overcome these obstacles, nor embrace the benefits of distributing leadership activities. This course gives managers the leadership skills to define themselves as leaders, achieve the task of leadership and lead teams.

No of Participants: 15 - 20

No of days: 3 - 6 days/ 8 hrs per day.

“What was useful for me was that the Leadership Development Programme confirmed for me that although I hadn’t had any leadership training as a manager, I was able to learn how to do the things I

Course Overview:

- The purpose and responsibilities of leadership and management
- Who and what your internal customer expects
- Understanding the difference that Distributed Leadership makes to an teams performance
- The relationship between the task, the team and the individual
- Leadership style - which behaviour works and when
- Organisational culture and leadership style, what’s the link?
- Communicating with impact to increase responsiveness
- Performance management - setting SMARTER objectives and reviewing progress
- Developing a more participative style in order to gain buy-in from your team
- Handling difficult situations and stress in order to improve team and individual performance
- How to build better teams and understand individuals to improve workplace performance
- Using emotional intelligence and competence to minimise conflict
- Time and priority management - maximising your time and that of the team
- Delivering quality feedback, as a motivational and developmental tool
- Assertive behaviours and the management of expectations
- Action planning for implementing skills learned at work.