

# Certified Courses



# Developing Excellence in People Leadership

## INTRODUCTION

- This Developing Excellence in People Leadership comprehensive training course incorporates a number of the most difficult leadership skills - the ones that deal with other people - into a two-week intensive training course of people leadership with a focus on communication, interpersonal skills, motivation and organisational culture.

**This 10-day training course will focus on:**

- Self-awareness, Self-development and Self-mastery
- Advanced Communication and Interpersonal skills
- Empowering Delegation Skills
- Giving Constructive Feedback
- Presentation Skills
- Understanding Employees' Personal Needs and Wants
- Apply Individual Differences to Motivate Others
- Increase motivation by removing self limiting beliefs
- Develop people and teams to self perpetuate continual motivation
- Motivate innovative and creative thinking into their employees

## OBJECTIVES

- Study effective management of our thoughts, beliefs, focus and action
- Consider how to build confidence, enthusiasm and courage
- Explore methods of improving communication
- Analyze the public face of the leader
- Gain insights into their own strengths and weaknesses and leadership styles
- Be able to understand the emotional makeup of their teams, colleagues and customers
- Be able to harness their employees' emotional intelligence to release creativity in the workplace
- Understand and practice key people skills to motivate towards excellence

## TRAINING METHODOLOGY

- Highly interactive blend of informal lecture, group work discussion, exercises, case studies and videos. Any theory discussed will be grounded immediately in practical day to day work. Learning will be enhanced through active involvement in exercises followed by review. Opportunities for self assessment will be provided and feedback on individual and group performance will be encouraged.

## ORGANISATIONAL IMPACT

- Improved communication throughout the organisation
- Develop a new organisational culture - 'Customer / People Centric' Management style
- Have more results focused people continuously and constantly
- Highly motivate people at work
- Create an innovative workforce
- Become an organisation of leaders with an attitude for excellence achievement, commitment and passion

## PERSONAL IMPACT

- Learn how to improve personal strengths and manage areas requiring attention
- Improve communication and interpersonal and influencing skills
- Enhance personal performance, credibility with colleagues and career success
- Get motivated when and where you need
- Understand employees and enhance their ability to motivate others in any given situation
- Learn how to expand personal leadership and creativity skills to achieve full potential
- Understand people and learn how to influence team, staff, managers and self

## WHO SHOULD ATTEND?

- Managers, leaders and professionals who want to discover new ways to lead their teams
- Those who want a better understanding of the psychology of leadership and workplace behaviour
- Those interested in developing their skills in motivating and leading teams to achieve the organizational mission
- Managers who are making the transition to leadership

## Course Outline

### MODULE I - Leadership, Communication & Interpersonal Skills: Leadership through Self-Mastery

#### Self-Mastery, Reality and Responsibility

- Controlling your Thoughts and your Actions - Taking Charge of your Brain
- Shifting Paradigms to Bring Success
- Tapping the Power of the Emotional Loop - The Shadow of the Leader
- Gaining Power and Freedom by Taking Responsibility
- The Power of Beliefs – Developing the Quality of Persistence
- The Power of Beliefs – Developing the Quality of Resilience
- The Power of Beliefs - Developing the Quality of Courage

#### Achieving Your Vision

- Analysing the Impact of Values on Your Leadership
- Understanding How Your Values Impact your Purpose
- Designing Your Destiny with the Power of a Personal Vision
- Directing your Focus on Outcomes-focused Objectives
- The Power of Beliefs - Developing the Quality of Self-confidence
- The Power of Beliefs - Developing the Quality of Enthusiasm
- Operating with Personal Integrity

#### Advanced Communication Skills

- Communicating with Intention - Understanding the Communication Process
- How Communication Breaks Down and how to Avoid it Happening
- Building Rapport by Using Active Listening Techniques
- Planning Effective Oral Communication
- Delivering Effective Oral Communication – Techniques and Tips to Get your Message Across
- Synchronising your Verbal and Nonverbal Communication – Building a Commanding Personal Style
- Dealing with Different Communication Styles and Needs

#### Leadership

- Understanding The Importance of Emotional Intelligence
- Developing Self-awareness, Motivation, Empathy and Social Skills
- Moving to A New Model of Empowerment
- Recognizing 21st Century Leadership Skills
- Interpreting Institutional and Interactive Leadership
- Comprehending The Difference between Leadership and Management
- Utilizing Effective Situational Leadership
- Learning The 4 Es of Leadership at GE: Energy, Excite, Edge and Execute

## The Public Face of the Mature Leader

- Making Successful Presentations
- Influencing through Appeal to Achievement of a Vision
- Influencing through The Utilization of Logic
- Influencing through A Genuine People Orientation
- Displaying Personal Power in Communications
- Overcoming The Failure Mechanism
- Running Productive Meetings
- Reviewing The Course

## MODULE II - Managing & Motivating Towards Excellence: Skills, Competencies, Traits & Techniques

### Adopting the New Organisational Culture through Understanding People

- Importance of Perception
- Perception in the Workplace
- Maximizing our Perceptual Ability
- Type & Trait Theories of Human Personality
- Understanding Personality Styles
- Optimizing our Personality Strengths
- Removing Emotional Blind Spots
- Appropriate Self-disclosures

### Motivating Employees

- Understanding Motivation
- Motivating Ourselves and Others
- Applying Theories of Motivation in the Workplace
- How leaders can motivate employees?
- Removing Blocks to Motivation
- Motivation for Excellent Performance
- Motivating a High Performance Team
- The Art of Giving and Receiving Criticism

### Motivating Innovative & Creative Thinking in the Workplace

- Psychological Principles of Creativity in the Workplace
- Encouraging Creativity for Continuous Improvement
- Convergent & Divergent Thinking
- Understanding and Managing Creative People
- Stages of the Creative Process: Preparation, Incubation, Illumination & Verification
- Transforming Blocks to Creativity
- Creativity for Business Breakthroughs
- Divergent Thinking Skills for Innovative Leadership

## The New Leader

- Psychological Principles of Leadership
- Theories of Leadership
- Leadership for Managing Performance
- Transactional Leadership & Transformational Leadership
- Visionary & Competent Leadership
- Developing Leadership Integrity
- Innovative Leadership for Excellent Performance

## Managing for Excellence

- Development of Vision, Mission , Key Goals and Key Processes
  - Optimizing the Leader's Natural Strengths
  - Integrity & Compassion for Accountable Leadership
  - Leadership for Performance Management
  - Managing Change and getting others involved
  - Leading by Example
  - Inspirational Leadership
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