

Certified Courses



Leadership and Management – Masterclass

INTRODUCTION

- This 10-day Masterclass training course is a comprehensive development training course that addresses the key skills, qualities and attributes of both Leadership and Management. This training course will cover all aspects of leadership and management with the main emphasis being on the human side of leading and managing people.

Highlights include:

- Understanding the skills required for contemporary Management and how to apply them
- Understanding the role of the modern Leader in its many forms
- Discovering & practicing different styles Leadership such as Coaching
- Gaining and using workplace skills for Managing people more effectively
- Understanding the need for motivation and how to apply it to self, individuals and teams
- Developing enduring human relationships to benefit business performance

OBJECTIVES

By the end of this training seminar, you will be able to:

- Be aware of the differences between management and leadership skills
- Be more confident and skilled in the demands required of their role
- Be aware of how to motivate, influence and communicate with varied individuals and teams
- Be skilled in key elements of authentic Leadership such as trust, vision, respect and interpersonal communication
- Have the skills to organise, motivate and galvanise work teams to operate more effectively

ORGANISATIONAL IMPACT

The organisation can expect the delegate to:

- Bring improved knowledge, skills and attitude back to the workplace
- Be adept at all aspects of Management and Leadership be able to apply these in the role immediately
- Understand the benefit and process of personal interaction and be able to use these new skills
- Have improved motivation, clarity and focus
- Be more confident when interacting with Senior Managers, peer groups and direct reports

PERSONAL IMPACT

Varied Management The delegate can expect to gain:

- and Leadership skills applicable within and outside the Organisation
- The confidence and expertise to interact with individuals and teams to create increased performance
- More time and space to devote to planning, effectiveness and efficiencies as a direct result of applying the management skills
- An action plan for how and when to apply new interactive skills and knowledge for the benefit of self, work teams and the Organisation
- Knowledge of where future personal development may be advantageous to their current role and aspirations

WHO SHOULD ATTEND?

- Senior Leaders
- Aspiring Leaders
- Senior Manager
- Middle Managers looking to increase their skill-set
- Team Leaders and Workplace Leaders
- HR Professionals and Senior Technical Heads
- Project Managers

Course Outline

MODULE I: Leadership - Masterclass

Managing Myself as a Leader

- Importance of Perception
- Intrapersonal & Interpersonal Skills For The Leader
- Your preferred Behavioral Style
- Understanding The Model For Leadership

Leading a Team

- Dealing with others
- Understanding The Stages of Human Development
- Optimizing The Leader's Natural Strengths
- Understanding Team Processes
- Building Effective Teams

Innovative Leadership

- Openness to Innovative Ideas
- Divergent Thinking Skills
- Removing Blocks to Creativity
- Understanding The Creative Process
- Metaphors and Analogies For Innovative Thinking

Communication For Leaders

- The Positive Influence of Listening
- Sharpening Your Listening Skills
- Body Language
- Inspiring and Guiding Others
- Handling Stress Appropriately

Imparting Leadership Values

- Leading by Example
- Resilience For Sacrificial Leadership
- Intentionality For Self-Motivation
- Interpersonal Connections For Persuasive Leadership
- Integrity For Accountable Leadership

MODULE II: Management - Masterclass

The Manager as a Strategist

- The Changing Reality of Organizational Life
 - New Challenges and Roles of the Surviving Manager
 - Stakeholder Analysis
 - The Challenges of Motivating Employees
 - Strategic Performance Drivers of an Effective Organization
 - The Difference between Leading and Managing
 - Creating a Compelling Strategic Vision
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The Manager as a Coach

- Personal Leadership Styles
- Creating a Personal Legacy
- Case Study - Leadership: The Art of Possibilities
- The Value of Good Relationships
- The Impact of Expectations on Performance
- Engaging Employees on Setting Stretch Goals
- Effective Coaching Meetings
- Creating Individualized Learning Plans

The Manager as the Project Team Facilitator

- Meetings: The #1 Time Waster
- Reducing Meeting Times by 50% and more
- The Role of the Facilitator
- The 5 Types of Meetings
- Creating an Agenda that Focuses Process and Content
- Dealing with Dysfunctional Meeting Behaviours
- Encouraging Creativity and Innovation
- Ensuring that Accountability is Clear and Actions are Followed-Up

The Manager as Team Leader

- Teamwork Best Practices
- Creating a High-Performance Team
- Empowerment and its Link to Performance
- Team Decision Making: When and How to Achieve a Consensus
- Performance Measurement
- The 4 Stages of Team Development
- Team-Building Techniques
- Conflict Resolution
- Recognition and Reward

The Manager as Change Agent

- The Challenge of Personal Change
 - Six Typical Reaction to Change
 - The Top Attributes of Change Agents
 - Influencing Upward
 - Six Sources of Power
 - The Importance of Humility
 - The Secrets of Assertiveness
 - When to seek help
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