

# Certified Courses



# Leadership and Management Skills for the 21st Century

## INTRODUCTION

- Both leadership and management in the 21st Century are becoming increasingly more complex. Typically organisations in both the public and private sectors are facing changes driven by political, economic, sociological, technological, legal and environmental issues.
- In order to successfully meet these challenges organisations need to ensure that their leaders and managers at all levels have a comprehensive understanding of their roles, goals and required competencies. This Leadership and Management Skills training course is focused on meeting this requirement.

### In these 10 days you will learn about:

- The range of 21st Century competencies
- The need to think strategically
- The principles of managing change
- How to approach and solve problems creatively
- Critical aspects of teamwork
- The process of motivating yourself and others
- Methods for managing conflict
- Techniques for dealing with difficult staff

## PROGRAMME OBJECTIVES

- Know the importance of character in management
- Know the four dimensions of behavioural styles
- Understand how to be a Champion of Change
- Clarify your role as a leader and manager
- Identify Five Core Competencies of effective managers
- Understand a proven model for Developing a Successful Strategy
- Learn how to build a high performance team
- Recognize the difference between ineffective and effective teams
- Discover techniques for improving their personal performance as a team leader
- Study the different team player styles and their impact
- Devise a strategy to manage the team through the stages of development
- Examine the art of motivating employees
- Consider methods of dealing with conflicts between team members

## WHO SHOULD ATTEND?

- Team leaders seeking to enhance their performance
- Technical staff seeking a greater understanding of management
- Managers desiring to sharpen their skills
- Anyone seeking to step up a level

## TRAINING METHODOLOGY

- In order to acknowledge individual participants' different learning styles the training course uses a wide range of training methodology. Accordingly your training course leader will encourage active participation to capitalise on your existing experience and expertise, plus the use of:
  - Lecturettes
  - Role plays
  - Readings / case studies
  - Psychometric questionnaires
  - Group exercises and discussions
  - Films
- In addition, where appropriate, participants will be encouraged to discuss 'real life' situations in their organisations.

## PROGRAMME SUMMARY

- This training course will begin with a week focusing on the way organisations compete in their chosen market(s); the ever more demanding roles of leaders / managers in the 21st Century, the need to continuously anticipate and react to changing circumstances and how to make defensible decisions.
- The second week will focus on the process of becoming a highly effective team leader. Consideration is given to methods of building high performance teams and understanding the different leadership styles necessary to manage different types of teams. There will be an in depth analysis of techniques for the personal self-development of the team leader. Finally, attention will be placed on effectively dealing with issues of team conflict and the management of difficult people.
- Lastly, participants will be encouraged to think through their strengths and opportunities for improvement in the light of their current role and future career.

## PROGRAM OUTLINE

### The Leaders Profile

- Essential people skills for effective leadership
- Intrapersonal and interpersonal skills for the innovative leader
- Personality profiling
- Your preferred behavioural style
- Explore your behavioural tendencies
- Understanding the model for innovative leadership

## Managing and Leading Others Effectively

- Understanding the personality profiles
- The introverted neutral and analytical perfectionist
- The extraverted relational & decisive exhorter
- People-oriented helper
- Task-oriented implementer
- Optimizing the leader's natural strengths
- Individual transformation for self-development
- Corporate transformation through innovative leadership

## Essential Innovative Leadership

- Effective skills for understanding others
- Developing competencies for effective leadership
- Resilience for sacrificial leadership
- Intentionality for self-motivation
- Creativity for innovative leadership
- Interpersonal connections for persuasive leadership
- Constructive discontent
- Integrity and compassion for accountable leadership

## Enhancing Creative Thinking Skills for the Innovative Leader

- Developing illumination and verification
- Divergent thinking skills openness to innovative ideas
- Creativity and perception
- Removing blocks to creativity
- Understanding the creative process
- Preparation, incubation, for innovative leadership
- Metaphors and analogies for innovative thinking

## Implementing Innovative Leadership for Managing Performance

- Applying teamwork for innovation in the workplace
- Creative problem solving techniques
- Cultivating a creative workplace
- Harnessing creativity in subordinates through aligned leadership
- Establishing criteria for implementing innovative ideas
- Advocacy skills to implement innovative ideas in the workplace
- Leadership for performance management

## Strategic Thinking and The Power of Visionary Leadership

- Management vs Leadership
- Critical leadership competencies
- Strategic, Tactical and Operational thinking

## Developing Leadership Power

- Keys to personal leadership enthusiasm
- Balance as a key to resilient leadership
- Power of personal goals and vision
- Leadership zone of empowerment
- Clarifying personal values
- Optimal time management

## Combining Management Skills and Leadership Competencies

- The history of management and leadership
- Leadership and management in the industrial age
- The paradox of leadership and management in the information age
- Delivering customer value
- Employee Engagement
- Ensuring staff capability

## Motivating, Rewarding and Leading Teams

- Why do people behave the way they do?
- Powerful keys to motivation
- Understanding passion in leadership
- Building team rapport
- Inspiring enthusiasm in your team
- Managing and leading your team
- Habits of Effective Leaders

## Maximising Interpersonal Communications

- The power of communication
  - Keys to effective leadership communication
  - Effective meetings and presentations
  - Resolving workplace conflicts
  - Removing blocks to communicating with your team
  - Taking command as a leader
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