

Certified Courses



Leadership, Communications & Interpersonal Skills

INTRODUCTION

- Self-mastery is not achieved by accident - it is a process that occurs as we interact effectively with the events and circumstances of our lives. Each moment of our lives provides an opportunity to practice self-mastery by expanding our visions, awakening the faculties of our minds and our hearts, and assuming full responsibility for living, growing, and contributing.
- As we master our own emotions, we can enhance our ability to lead others, acting as a role model and someone others would truly wish to follow. Through this Leadership, Communications & Interpersonal Skills training course, you will learn a great deal about yourself – how you think, how you perceive the world and how others perceive you, how you communicate and how you can enrich your communication skills - and through that process you will learn how to lead others with great skill.

In this training course, we will cover:

- How to take charge of your Brain?
- The Importance of a Powerful Vision coupled with Personal Integrity
- The Development of Communication Skills
- The Advancement of Leadership Capability
- The Improvement of Influencing Abilities

OBJECTIVES

- Study Effective Management of our thoughts, beliefs, focus and action
- Understand the impact of our values on our actions
- Consider how to build confidence, enthusiasm and courage
- Explore methods of improving communication
- Examine how to enhance personal leadership skills
- Analyze the public face of the leader

TRAINING METHODOLOGY

- This Leadership, Communications & Interpersonal Skills training course consists of five modules containing lecture content, skill assessments, participative discussions, video presentations and delegate exercises in order to create high impact training. This Management & Leadership training course is designed to be dynamic and highly interactive as well as educational. The primary focus is to provide delegates with concepts and methods which they can put to immediate use in the workplace.

ORGANISATIONAL IMPACT

- More effective employees
- Strengthened employee focus on goal achievement
- Improved organizational communications
- Enhanced employee leadership skills
- Increased levels of motivation
- Higher levels of productivity

PERSONAL IMPACT

- Sharper focus on valuable goals
- Greater self-understanding
- Increased ability to achieve success
- Improved communication skills
- Enhanced leadership skills
- Greater levels of personal productivity

WHO SHOULD ATTEND?

Those wanting to discover more about how their behaviour, power and influence can achieve improved personal performance.

These include:

- Management Professionals
- Team Leaders - prospective, new or experienced
- Supervisors

Course Outline

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

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
- 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
- Evaluating The Leadership Secrets of Jack Welch
- Investigating Theories of Motivation

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

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