

# LEADERSHIP DEVELOPMENT (3 Days)

Unlock your full potential with our comprehensive 3-Day Leadership Development Workshop( 1+1+1), designed to bridge the gap between **Management Skills** and **Transformational Leadership**. Explore the pivotal differences between the two and understand why a harmonious blend is essential for organizational success.

Discover the art of **Effective Management**, a set of processes crucial for the seamless running of any business. Learn the secret sauce of **Inspirational Leadership** that goes beyond mere management, focusing on aligning your team with the company's vision and values, facilitating robust communication, and driving organizational success.

Whether you're a seasoned leader looking for a refresh or someone aspiring to climb the corporate ladder, this workshop is customisable to meet your unique needs.

Take action now! Secure your spot and equip yourself with the skills to become a Transformational Leader and an Effective Manager.

***Whilst this is a 3 Day workshop, it can be adapted to meet your specific needs.***

## WORKSHOP 1 – LEADERSHIP FOUNDATIONS

### Introduction

- 4 stages of learning
- Objectives and overview for the workshops
- Personal objectives
- Self-coaching checklist
- What is Leadership?

### Performance Management

- Challenges of management
- Good Manager v Poor Manager
- Definitions of Performance Management
- Roles & Responsibilities

### Leadership & Management

- Which is best?
- What are the differences?
- Super leadership
- Personal leadership style
- Which style is appropriate and why?
- Applying the situational leadership model to individuals and groups

### Communication Skills

- What makes a good communicator?
- Barriers to effective communication?
- How do we get our message across?
- A picture paints....
- Partnership language
- Voice awareness
- 5 levels of listening
- Non-verbal communication

### Workshop Review

- Key points captured/Reviewed
- Workshop evaluations
- Personal development priorities



# WORKSHOP 2 – UNDERSTANDING SELF & OTHERS

---

## Workshop 1 Reflection

- Group discussion
- Workshop 2 Introduction

## Understanding & Applying EI

- What is Emotional Intelligence?
- What are the 5 competencies?
- Managing self – Identifying personal values
- Application in the workplace

## What am I like?

- Personal management style
- People v Production

## Coaching

- Coaching defined
- Dr/Patient role-play
- Developing questioning technique
- Coaching models and how to use them
- GROW and Step Change Models
- Preparing to coach
- Facilitation skills

## Giving Feedback

- Coaching v Feedback
- Types of feedback
- Feedback process
- Receiving feedback
- Feedback delivery role-play

## Time Management

- Time management matrix
- Prioritising time
- Urgent v Important
- Application

## Delegation

- What to delegate and to who?
- Benefits/Obstacles to effective delegation
- Signs of poor delegation

## Workshop Review

- Key points captured/Reviewed
- Workshop evaluations
- Personal development priorities

# WORKSHOP 3 – MAXIMISING PERFORMANCE

---

## Team Development

- Stages of team development
- Leading through each stage
- The 'utopia' team
- Developing your team
- Who owns the zebra?

## Performance Management

- Adair's leadership model
  - Team, Individual, Task

## Dealing with difficult people

- Conflict: Positive or Negative?
- Why does it arise?
- Behaviour iceberg principle
- Attitudes and behaviours
- Aggressive, submissive, assertive?
- Thomas Kilmann conflict assessment
  - 5 Conflict modes
  - Application of modes in different situations
- Perceptual positions
- Six types of assertion
- Assertion in action

## Motivation

- Maslow's hierarchy of needs
- Applying Maslow's theory to the workplace
- Analysis of motivation

## Covey's 7 Habits

- 7 Habits reviewed
- Vision and values
- Full workshop review in line with the 7 Habits

## Workshop Review

- Key points captured/Reviewed
- Workshop evaluations
- Personal development priorities