



DEVELOPING EXCELLENCE In People Leadership

Course Introduction:

This comprehensive training incorporates a number of the most difficult leadership skills, - the ones that deal with other people –this intensive program of people leadership with a focus on communication, interpersonal skills, motivation and organizational culture.

This training 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

Course 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

Who Should Attend?

- All leaders and professionals who are motivated to be better prepared to lead their teams or workforce.
- Anyone interested in developing their skills in motivating and leading teams to achieve the organizational mission.
- Anyone who wants a better understanding of the psychology of workplace behavior
- Managers who are making the transition to leadership
- Managers who want to expand their repertoire of knowledge and skills to get even more from their teams.

Course Outline:

Leadership, Communication & Interpersonal Skills:

Leadership through Self-Mastery

Who Do You Think You Are? Self-Mastery, Reality and Responsibility

- Taking charge of your brain
- Reaching success based upon your paradigm
- Understanding the emotional loop
- Gaining power and freedom by taking responsibility
- Analyzing the power of beliefs
- Utilizing emotion to drive action
- Directing your focus
- Understanding visual, auditory and kinesthetic sub modalities

Vision and Integrity

- Analyzing the impact of values on your vision
- Understanding how your values impact your purpose
- Designing your destiny with the power of vision
- Creating a powerful vision
- Operating with personal integrity
- Achieving positive self-renewal
- Building self confidence
- Harnessing the power of enthusiasm
- Strengthening your courage

Advanced Communication Skills

- Communicating with intention
- Breaking negative patterns
- Understanding the communication process
- Creating effective oral communication
- Understanding the relationship of verbal and nonverbal communication
- Utilizing active listening techniques
- Dealing with difficulties in communication
- Analyzing communication styles: aggressive, passive and assertive

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

Managing & Motivating Towards Excellence:

Skills, Competencies, Traits & Techniques

Adopting the New Organisational Culture through Understanding People

- Importance of perception
- Perception in the workplace
- Maximising our perceptual ability
- Type & trait theories of human personality
- Understanding personality styles
- Optimising 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
- Being prepared to lead

Managing for Excellence

- Development of vision, mission, key goals and key processes
- Optimisation of your natural strengths
- Integrity & compassion for accountable leadership
- Leadership for performance management
- Managing change and getting others involved
- Leading by example
- Inspirational leadership

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session