



ACHIEVING Leadership Excellence

Course Introduction:

This training focuses on the leader's role in developing and motivating excellent teams. Rather than trying to define one 'right' way to lead, it will introduce a range of complementary approaches which delegates will have the opportunity to practise, combine and adapt to suit their personal preferences and organisational needs.

By exploring the leadership role from a number of different perspectives, the training allows delegates to experiment with innovative ways to empower and enthuse their team and influence positively their organisational climate and culture. The benefits to the organisation will be leaders better able to focus on organisational goals and better equipped to develop their team towards sustainable performance improvement.

In this training we will cover:

- Fundamentals of high performance teams
- Giving and receiving effective feedback
- Group dynamics and team decision making
- Power tools of leadership
- Performance management
- Leadership strategies

Course Objectives:

- Study effective team operations
- Analyze effective communications strategies
- Understand how to give and receive effective feedback
- Consider tools for motivating and delegating
- Explore leadership styles
- Examine construction of a learning environment

Who Should Attend?

This program is intended for all individuals who have a stake in building successful teams and providing effective leadership:

- Professionals
- Team leaders
- Supervisors
- Technical staff

Course Outline:

Fundamentals of High Performance Teams

- Analyzing the basics of team operations
- Obtaining the benefits of teams
- Considering the four types of teams
- Building team performance
- Understanding the role of the team leader

Basic Communication

- The basics of face-to-face communication
- Creating effective oral communication
- Making successful presentations
- Understanding the skill of active listening
- Overcoming barriers to communications

Giving and Receiving Feedback

- Learning to give effective feedback to others with scripts
- Receiving critical feedback effectively
- Understanding positive and negative attitudes
- Dealing with difficult employees
- Understanding why employees can be difficult
- Utilizing the Thomas-Kilmann conflict mode instrument
- Analyzing the various styles for influencing

Group Dynamics

- Building high performance team dynamics
- Avoiding ineffective team dynamics
- Rating your team's group process
- Understanding different team player styles
- Examining critical team member competencies

Team Decision Making

- Examining a team decision making model
- Utilizing the Vroom-Yetton leadership model
- Considering methods of group decision making
- Inspecting benefits and drawbacks of group decision methods
- Overcoming barriers to effective decision making

Team Problem Solving

- Defining creative problem solving
- Appreciating the difference between left and right brain thinking
- Obtaining the benefits of brainstorming
- Applying the four roles of the creative process

Conflict Resolution

- Understanding constructive vs. destructive conflict
- Obtaining the benefits of positive conflict
- Digging down to the roots of conflict
- Employing an effective conflict management model
- Examining the 5 styles for dealing with conflict

Time Management

- Managing time on a daily basis
- Understanding why people procrastinate
- Setting personal goals in all key areas to guide the use of your time
- Employing an effective goal setting formula
- Understanding the principles of achievement
- Using the key to your power
- Examining the impact of your belief system
- Changing your limiting beliefs

The Power Tools of Leadership: Motivating and Delegating

- Identifying the important factors in motivation
- Appreciating how different theories of motivation can be applied to the work setting
- Tailor motivational efforts to individual employees and different situation
- Identify the benefits and the barriers to delegation
- Identify the different delegation styles and understand the guidelines for on how and when to use them
- Evaluate employees and situations and determine the appropriate delegation style
- The difference between doing, leading, and managing

The Characteristics of Leadership

- Characteristics of highly effective leaders
- The difference between traditional and transformational leadership
- Using a flexible effective leadership styles
- Attributes of successful Leader's
- Effective leadership and emotional intelligence

- Developing a positive leadership mindset
- Making decisions and building teams

From Performance Appraisal to Performance Management

- Performance Appraisals to Performance Management – manager's self-evaluation
- Managerial barriers to effective Performance Appraisals
- How to assess and employee's performance fairly – avoiding subjectivity and bias
- The benefits of on-going Performance Management
- Leadership/coaching behavior
- Your leadership/coaching style – strengths and gaps
- Using performance management as a leadership strategy

Leadership Strategies and Tools for Building a Learning Environment

- Defining a learning environment and its benefits
- Discovering the significance of discipline
- Personal mastery – learning to expand our personal capacity to create the results we most desire
- Mental models – seeing how yourself image and your internal pictures of the world shape your actions
- Shared vision – building a sense of commitment in a group
- Creating a team learning synergistic environment
- The power and strategy of teleological thinking and understanding your reticular activating system.

Building Leadership Influence through Communication

- Identifying the importance of effective interpersonal communication for the leadership role
- Building trust and believability: behaviors vs. intentions
- Perception and communicating with others
- Self-concept and leadership success – strategies for improving self-concept
- Delivering clear, concise messages
- Acting assertively, not aggressively or passively

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 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 Certificate:

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

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