

## LEADERSHIP & MANAGEMENT PART 1

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### Learn how to make the transition from buddy to boss and lead a successful team

Managing staff can be a very rewarding, interesting and fun role, it can also be a tough and demanding job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other managers, your day can fill up before you know it.

This workshop aims to maximise your leadership and management potential and help you become a more confident, effective and efficient leader and manager with information on understanding personality types, effective communication, setting expectations and goals, assigning work, effective delegation, motivating staff, leadership styles, giving feedback and having courageous conversations, understanding what is required to be a good leader and manager and encouraging teamwork.

The workshop is designed for those who have been promoted recently into a supervisory/management role or for those who have been there for some time but need to improve their leadership and management skills.

### Workshop Objectives

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- Understand what makes a good leader and manager
- Identify your management and leadership strengths and weaknesses
- Understand how leadership is different to management
- Understand different leadership styles
- Develop a positive leadership attitude
- Understand different personality types in the workplace and how to motivate each type
- Understand the fundamentals of effective communication in a management and leadership role
- How to use motivation theories to increase staff performance and productivity
- Learn how to set verbal and written expectations for your team members
- Learn how to delegate effectively
- Learn how to have courageous conversations with your staff and provide effective and appropriate feedback



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'same page' and your  
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In-house workshop.*