

LEADERSHIP & MANAGEMENT PART 2 (ONE DAY)

Learn how to make the transition from buddy to boss and lead a successful team. As John F Kennedy once said, “leadership and learning are indispensable to each other”. Our Leadership & Management courses are designed to help you get the best performance from yourself and your team, providing you with the skills and techniques to become better than you ever perceived you could be.

The Leadership & Management – Part 2 workshop will equip leaders and managers with the skills to build high performing and highly motivated teams; the skills to communicate effectively as a leader, become more self-aware, provide coaching and performance management, deal with conflict in a constructive and productive manner along with developing ways to solve problems as a team. This workshop also gives participants an understanding of the key concepts of leadership and leadership styles along with learning how to choose and implement a leadership style that is authentic and beneficial to both the organisation and the teams they serve.

Managing and leading teams 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.

Course Content

Understanding Leadership & Management

- Trait Theory, Great Man Theory & Behavioural Theories
- Leadership characteristics
- Understanding Situational Leadership

An Introduction to Emotional Intelligence

- What is Emotional Intelligence
- The Importance of EI in leadership
- Understanding the components of EI

Leading & Managing with Effective Communication

- Identify your communication strengths and weaknesses
- Understanding the four styles of communication
- Using I statements
- Adapting your message to suit different personality types
- The Seven C’s of Effective Communication

Coaching for Performance

- Introducing the GROW Model
- Managing Performance with GROW

Solving Problems as a Team

- Introducing Edward De Bono’s Thinking Hats
- Using Parallel thinking as an alternative to argument
- Encouraging brainstorming amongst your team
- Using the process for problem solving or decision-making
- Understanding the value of different perspectives

Tools for Managing Team Conflict

- Understanding Conflict in organisations
- Using the OPEN Conflict Resolution Process
- Tools for Dealing with Difficult Personalities

Wrapping Up

- Review of Key Learning Points
- Action Plans & Goal Setting

Course Prerequisite: Participants must have attended Business Training New Zealand – Leadership & Management Part 1 course.