

Leadership Skills



A two-day programme exploring the nature of leadership, providing participants with the opportunity to assess their own leadership style and offering them suggestions as to how they might enhance their skills

Overview

This two-day workshop explores the nature of leadership, how leadership differs from management and the skills needed to be an effective leader. The programme provides participants with the opportunity to gain an understanding of their own style preferences as a leader, and where their skills lie in relation to what they require.

The workshop involves a wide range of interventions including facilitator led discussions, individual questionnaires, individual and group exercises and a role-play. All activities are designed to provide the participants with an enhanced understanding of the leadership style preferences and skills. An action planning activity at the end encourages participants to continue their leadership journey by trying out new approaches and gaining new skills post-workshop.

Aims

The purpose of this two-day programme is to introduce participants to various facets of leadership, providing them with some insight into their own style preferences and suggestions as to how they may be able to enhance their leadership skills.

Learning Objectives

By the end of the programme, you will be able to:

- Gain greater understanding of a leader's responsibilities
- Create and maintain an efficient, effective, and motivated team
- Maximize your team performance by understanding human behaviour and focusing on the needs of the individual and the team
- Improve your ability to communicate with the team and your customers
- Strengthen your techniques for managing the performance of the team

Workshop Content

The Principles of Leadership

- The Psychological Contract
- Explicit and Implicit Contracts
- Management vs Leadership
- Influencing
- Action-Centred Leadership

Motivation

- Maslow's Hierarchy of Needs
- Herzberg's Two Factor Theory
- Challenge Versus Support

Relationship Management

- Emotional Intelligence
- The Johari Window
- Trust and rapport
- Matching, Pacing and Leading
- Showing Empathy
- Questioning and Listening
- Assertiveness
- Influencing Styles

Problem Solving and Decision Making

- Six Systematic Steps
- Problem Recognition
- Problem Labelling
- Problem Cause Analysis
- Optional Solutions
- Decision Making

Delegation

- The Continuum of Leadership Behaviour
- Situational Leadership
- Delegation

Performance Management

- Performance Discussion Meetings
- Giving Feedback
- BOOST
- The Reflective Feedback Model
- SMART Objective Setting
- Dealing with Reactions to Feedback

Personal Action Plan

Product Code: LEADS

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