



EFFECTIVE LEADERSHIP And Communication

Course Introduction:

The ability to lead effectively is based on a number of key skills. These skills are highly sought after by employers as they involve dealing with people in such a way as to motivate, enthuse and build respect.

Course Objectives:

- Understanding your role as manager and leader
- Establishing clear objectives and standards of performance for your team
- Managing your workload using effective prioritization and delegation techniques
- Maximizing your influencing skills
- Building an effective team
- Developing and leveraging the capabilities of team members

Who Should Attend?

Managers, supervisors, and team leaders who are responsible for building and maintaining effective teams in the workplace.

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
- Feedback at Johnson and Johnson

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
- Making use of DeBono's six thinking hats
- Considering Von Oech's work on overcoming mental locks
- 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

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 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