



# THE LEADERSHIP Challenges

## Course Introduction:

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As people progress in their career and are promoted they soon realize that new skills are required to manage other people and to lead teams effectively. This program will provide a framework to understand the key drivers of leadership and management success and a toolbox of essential team leadership and management skills.

- The key team leadership and management skills, and when to use them
- How to motivate and coach teams to higher performance

## Course Objectives:

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- Become more effective at handling your specific challenges, from delivering bad news to increasing team motivation
- Communicate confidently in any environment, from spontaneous “elevator pitches” to high-stakes reports and proposals
- Make the most of today’s electronic communication tools
- Deliver powerful messages that win hearts and minds: messages that are short, simple, strong, credible, tailored to your audience and lead rapidly to action

## Who Should Attend?

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Managers, supervisors and section heads.

## Course Outline:

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### Module 1: The Leadership Challenges

- Recognize Your Leadership Challenges
- Consider the Various Definitions of Leadership
- Articulate the Four Competencies of Effective Leaders
- Describe the Difference between Leading and Managing
- Understand the Power of Vision in Organizations

### Module 2: The Leadership Challenges

- Recognize Your Leadership Challenges
- Consider the Various Definitions of Leadership
- Articulate the Four Competencies of Effective Leaders
- Describe the Difference between Leading and Managing
- Understand the Power of Vision in Organizations

## **Leading with the Head:**

### **Strategic Leadership, Prioritization and Goal Setting**

- Define the Elements of Strategic Leadership and a Strategic Plan
- Focus Your Vision in a way That Is Meaningful to You
- Understand the Importance of Prioritization
- Know the Essence of Goal-Setting and How to Set Goals That Will Be Accomplished

## **Module 3: Leading with the Feet:**

### **Building Trust, Understanding Personal Values, and Making Ethical Decisions**

- Recognize the Factors That Impact Trust in Organizations
- Tie the Four Cornerstones of Trust to the Four Competencies of Effective Leadership
- Understand the Nature of Two-Way Trust and How to Build It
- Anticipate Value Differences at Work
- Know How to Approach Ethical Dilemmas in a Logical, Rational Manner

## **Leading with the Hands:**

### **Situational Leadership and Coaching for Team Development**

- Identify the Performance Needs of Employees
- Assess the Readiness Levels of Your Followers
- Intervene with Followers at the Appropriate Level
- Use Situational Leadership® to Build More Effective Teams
- Know Your Preferred Leadership Style
- Improve Team Performance through Coaching

## **Module 4: Leading with the Heart:**

### **Motivation, Communication and Emotional Intelligence**

- Identify the Three Main Things That Motivate Employees
- Create a Greater Sense of Pride and Enjoyment in Your Employees
- Listen and Communicate with Others More Effectively
- Focus on the Future in More Positive Terms
- Understand the Elements of Emotional Intelligence
- Know Where Your Emotional Intelligence Strengths and Development Needs Lie

## **Module 5: Leadership Development Plans**

- Complete a Leadership Development Plan
- Receive Feedback on Your Development Plan
- Prepare and Plan for the Continuing Learning Experiences

## Course Fees:

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**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:

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**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:

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

## Course Timings:

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### Daily Course Timings:

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|---------------|----------------------------|
| 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               |