

Contemporary leaders add value to their organisations, gain commitment, and develop and deploy the talents of others. As a new leader, your primary focus has changed from being part of a team, to managing the team. To make this transition effectively will involve acquiring new skills, competencies and behaviours. This course introduces you to what you need to know, so that you can feel confident in your decisions and manage others effectively. The course will support understanding of:

- Leadership styles
- Achieving results
- Delegating with authority
- Dealing with difficult people and situations
- Effective communication
- Make decisions with confidence
- Coaching inexperienced team members

Who Will Benefit?

The course will benefit those about to become a leader or those who face specific challenges when achieving results through others.

Course Outline

The role of the leader

- Understanding your leadership style

Planning and organising to achieve objectives

- Objective setting – key results and performance
- Objectively reviewing and evaluating objectives

Assertiveness and difficult situations

- Identify risks and benefits to becoming assertive
- Define passive, aggressive and assertive behaviour
- Examining your current style and its impact on others
- Improving self-esteem and confidence: yours and others'
- How to recognise, evaluate, and eliminate self-defeating habits and actions - focus on your specific issues
- Recognising nonverbal cues and their impact
- How to make positives out of conflict
- Dealing with delicate situations and difficult people
- Building relationships that work and last
- The relationship between power, assertiveness, self-esteem and image

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Delegating

- Delegation, authority and responsibility
- The balance between delegation and control
- The main stages in the delegation process

Mentoring

- Maintaining confidentiality
- Excellent listening and responding skills
- Creating and objective an non-judgemental outlook
- Taking appropriate levels of responsibility

Maintaining discipline

- Workplace HR for non HR professionals
- Conducting disciplinary conversations

Motivation

- Motivational theories
- Recognising individuals needs
- What de-motivates people
- De-motivation indicators
- Turning around de-motivation
- Appropriate leadership styles
- Applying the appropriate leadership style

Teams and teamwork

- Stages of team development
- Develop strategies to support teams and team working
- Decision making and problem solving
- Gaining commitment to the solution

Taking charge of your own personal development

Duration

2 days

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