

## **LEADERSHIP AND MANAGEMENT**

This development programme focuses on the vital skills required to lead and manage people.

It is designed for managers to build both acumen and confidence and provides simple, effective tools and techniques for the real world. It will also bring clarity to the differences in management and leadership.

The programme focuses on what makes an inspirational leader. The essential skills including the strengths of your personality, the core management skills that all managers need and how to put these into practice.

The key focus of the programme is the unique challenges of managing and leading remotely and the skills required to be successful with this. There is no new norm - it is evolving at pace and this is a key area of competence.

### **Topics covered in this programme:**

- Developing your effectiveness, increasing personal impact, making better use of your time including planning and goal setting as well how to successfully delegate.
- Benefits of communicating with clarity and confidence. Appreciative and active listening and positioning of ideas.
- Identifying the signs of conflict and dealing with this at a team and individual level
- Key factors and steps in team building, understanding team dynamics and how to apply the right motivational techniques.
- Performance coaching and mentoring.
- Developing potential in others as well as yourself.

## **LEARNING OBJECTIVES**

### **At the end of this programme, you will learn to:**

- Understand your role as a leader and manager
- Establish clear objectives and operating standards for individual and team performance
- Manage your workload using effective prioritisation and delegation techniques
- Operate at a high performing level maximising your influence and communication skills
- Build a high-performing team
- Drive a clear performance strategy

## **TRAINING METHODOLOGY**

This development programme is delivered online, providing clear useable skills development that can be seamlessly applied in your place of work. Following accepted training methodologies but with the flexibility of group dynamics.

Delegates are provided with a workbook and support material plus 3 months of coaching to support understanding and embedding.

## **COURSE FEES**

This online programme is £1144.00 per delegate.

## PROGRAMME OUTLINE

### DAY 1

#### Understanding Your Role

- Manager v Leader, what are the differences
- Self-perception
- What is your role and what is expected of you by your team and the organisation
- Balancing conflicting stakeholder demands
- Understanding the Nature of Change, how to communicate and involve your team
- A model for implementing change

### DAY 2

#### Personal Effectiveness, Time Management and Delegation

- Understanding yourself and the organisational environment
- Outcome orientation thinking and application
- Setting personal and team objectives
- Managing performance - high and poor performance
- Time management and organisational effectiveness
- A model for effective delegation

### DAY 3

#### Communication, Influence and Conflict Management

- Channels of Communication
- Effective Listening Skills
- Emotions and rapport, developing emotional intelligence skills
- Influencing, persuasion and negotiation: The Keys to Personal Influence
- Managing conflict assertively

### DAY 4

#### Team Building, People Management and Motivation

- How high-performing teams really work?
- Identifying team roles- team dynamics
- Motivation and reward
- Building and sharing a vision – team charters
- Different approaches to Leadership – adaptive leading

## DAY 5

### Enhancing Team Performance through Coaching and Development

- How people learn?
- Coaching for personal and team growth
- Feedback skills
- Development Planning
- Next Steps – action planning

This programme is suitable for individuals with management responsibilities or those moving into a leadership role. Please contact Ian by e-mail [ianwilson@thecoffeeclub.biz](mailto:ianwilson@thecoffeeclub.biz) or 07513364444 for more information