

## Leadership Skills

This 2 day programme covers essential leadership skills required for successful team leadership. During the course you will learn tips and techniques, which will increase your competence and confidence when managing and leading your team. As a result you will improve the direction and motivation of your team, which leads to increased productivity. The course is interactive with activities, role-plays and group discussion.

### Programme Content

#### What is Leadership?

- Leadership Vs Management
- Characteristics of Leadership
- Leadership Styles
- Your Leadership Style

#### Earning Authority

- Leading by Example
- The Four BEs

#### Leadership and Emotional Intelligence

- Goleman's Four Domains
- Why is Emotional Intelligence important in the Workplace?
- Inspirational Leadership
- Team Emotional Intelligence

#### Developing & Motivating People

- Setting and Achieving Goals
- The Four Motivators
- Discipline as an Opportunity

#### Communication

- Feedback
- Johari Window
- Non-Verbal Communication
- The Art of Giving Instructions

#### Time Management

- Organising Yourself
- High Payoff Activities
- Low Payoff Activities
- Organising Others
- Weekly Planning
- Daily Planning

#### Delegation

- Benefits of Delegation
- The levels of Delegation
- Delegation Process

#### Problem Solving & Decision Making

- Decision Making Style
- Six Steps for Major Decisions
- The Problem Solver
- Gap Resolution Strategy

## Learning Outcomes

At the end of this course participants will:

- Understand the difference between leadership and management.
- Be aware of the different leadership styles.
- Know their preferred leadership style.
- Know that authority has to be earned.
- Have some strategies for earning authority.
- Understand the importance of emotional intelligence in leadership.
- Have some strategies for developing team emotional intelligence.
- Understand and be able to implement the setting of goals.
- Have a plan for motivating and developing their team.
- Understand that discipline is an opportunity for growth.
- Know that feedback is vital to high performance teams.
- Be aware of non-verbal communication and its impact.
- Be able to give clear instructions to their team members.
- Understand the benefits of focusing on high payoff activities.
- Be able to focus on their high payoff activities.
- Be able to plan and prioritise their week and day effectively.
- Be able to delegate to their team members effectively and give the appropriate support.
- Understand that delegation allows team members to grow and develop.
- Have a strategy for problem solving and decision making.

## Duration:

2 Days

9am – 4pm

## Customisation

Through Kroon Training Services all training will be customised, so they are timely and relevant for the participants and “real” learning takes place.

For more information about your specific requirements, please contact



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