

Leadership



Overview:

Discover the difference between leadership and management and what you can do to become a better leader. Understand your role in team communication and what you can do to ensure fewer misunderstandings.

- Understand your environment and followers
- Define Leaders –v- Managers
- Characteristics of Effective Leaders
- Inspire a Shared Vision and enable others to act
- Model the Way
- Encourage the Heart
- Confidence and Self Awareness



Benefits of completing this course:

Leaders grow and develop when they live with

- discipline
- develop a vision
- create priorities for leadership
- develop trust with the people



Audience:

New managers, supervisors, IT managers, project coordinators, project leaders, team leaders, product managers, and program managers.



Learning Outcomes:

- Leadership profile to highlight your strengths and challenges.
- Directional and consequential thinking
- Influencing others through improved communication
- Your role in making meetings effective, both as a leader and as a participant.
- Critical problem-solving skills
- Strategic planning with a SWOT analysis, to introduce change
- Ways to manage the change process effectively for sustainable growth



Delivery:

Workshop



Course duration:

2 days



Certificate:

Certificate of Attendance



Competencies:

Decision Making
Trust and Integrity
Emotional Intelligence
Communication skills
Performance coaching
Managing conflict

Delivery Options



Public Schedule



Live-Online



Group Training



In-house

To book this course:

Call: **1300-2GO-CTS**

Web: www.ctstraining.com.au

Email: info@ctstraining.com.au

Leadership

Topics covered ...



Trust and Integrity

- Trust and Integrity
- Delegating responsibility
- Maintaining a trusting work environment

Situational Leadership

- Situational Leadership: Telling
- Situational Leadership: Selling
- Situational Leadership: Participating
- Situational Leadership: Delegating

Communication

- Communication Styles
- Communication Flow
- Framing and End Framing
- Barriers to Effective Communication
- Encoding, Transmitting and Decoding
- Feedback
- Culture
- Cross cultural communication

The Ladder of Inference

- Ladder of Inference Model
- Real Life examples
- Beware the downward spiral
- Clarifying Understanding
- Uncertainty loves company

Leading by Values

- What are your values?
- Organisational values
- Values-driven Culture
- Values-based leadership
- Entropy

Converting Vision into Action

- Vision
- Strategies to Accomplish your Vision
- Goals and Action Plans

Delegation

- Self-assessment
- Sharing the load
- Our reluctance to Delegate
- Tasks that should be delegated
- Degrees of delegation
- Monitoring delegated tasks

Language of Effective Action

- Making effective requests
- Promises
- Renegotiating
- Rules for Requesters and promisers

Leadership Competencies

- Identifying and developing Key Competencies
- Assessment
- Development plans
- Your performance development roles

The Art of Influence and Persuasion

- Principles of influence
- Expanding your sphere of influence
- Making impactful briefings
- Using influence rather than coercion

Performance Coaching and Reviews

- Lessons from Great Sporting Coaches
- Practice makes perfect
- Finding time to be an effective coach
- Motivation
- Equity
- Group Dynamics
- Understanding your teaching role
- Teaching and learning
- Your role as a mentor
- Keys to effective mentoring
- Developing yourself
- Providing constructive feedback
- Receiving feedback

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