

## Leadership & Management – Part 1 (One Day)

**Learn how to make the transition from buddy to boss and lead a successful team.**

Managing staff can be a very rewarding, interesting and fun role, it can also be a tough and demanding job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other managers, your day can fill up before you know it. This workshop aims to maximise your leadership and management potential and help you become a more confident, effective and efficient leader and manager. The workshop is designed for those who have been promoted recently into a supervisory/management role or for those who have been there for some time but need to improve their leadership and management skills.

### Course Content:

#### Understanding Leadership & Management

- What Makes a Good Leader & Manager?
- Identifying Your Strengths & Weaknesses
- How Leadership is Different to Management
- Understanding Different Leadership Styles
- Developing a Positive Leadership Attitude

#### Understanding Personality Types

- Identify Your Own & Others Personality Type
- Understanding Personality Strengths & Weaknesses
- Motivating Staff by Personality Type

#### Communicating Effectively

- Understanding the Mehrabian Study
- Active Listening
- Empathy

#### Motivating Your Team

- Herzberg's Theory of Motivation
- Maslow's Hierarchy of Needs
- The Two Models & Staff Motivation

#### Setting Expectations

- Defining the Requirements
- Identifying Opportunities for Improvement & Growth
- Setting Verbal Expectations
- Putting Expectations in Writing

#### Goal Setting

- Understanding Cascading Goals
- Goal setting the SMART way
- Helping Your Team Members Set Goals

#### Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach



#### Effective Delegation

- The Three Degrees of Delegation
- To Whom Should You Delegate?
- Providing Instructions
- Monitoring the Results
- Troubleshooting Delegation

#### Having Courageous Conversations & Giving Feedback

- The Characteristics of Good Feedback
- Tools for Delivering Effective Feedback
- Delivering Formal & Informal Feedback

#### Wrapping Up

- Review of Key Learning Points
- Action Plans & Goal Setting