

## Leadership Training

The more leadership styles you have, the more situations you can handle. This 2-day Leadership training course increases your awareness of your current leadership style and abilities. You will also appreciate the impact your leadership style has on those who work with you.

### Objective

After this Leadership course, you will:

- Gain greater understanding of a leader's responsibilities
- Create and maintain an efficient, effective, and motivated team
- Maximize your team performance by understanding human behaviour and focusing on the needs of the individual and the team
- Improve your ability to communicate with the team and your customers
- Strengthen your techniques for managing the performance of the team

### Details

**Duration:** 1 Day

### Who is this course for

Managers, coaches, team leaders and anyone who wants to become an effective leader and motivator.

## Course Content

### Leadership:

- The principles of leadership
- How people lead and influence others
- Types of power leaders possess
- Techniques for developing power
- Attributes of effective leaders
- Who does the leader serve

### Motivation:

- Principles of motivation
- Motivation techniques to use with your team
- Factors affecting motivation

### Relationship Management:

- Building productive relationships with others
- Techniques for influencing others
- Techniques for building rapport with different personalities
- The concepts and importance of communication
- Preferred communication channels, methods, and styles
- Verbalizing expectations in a clear manner
- Breaking down barriers to create effective communications

### Decision Making, Delegation, and Problem Solving:

- Decision making elements
- Making decisions with confidence
- S.M.A.R.T. outcome criteria
- Delegation principles
- Proven problem-solving approaches
- Common pitfalls in effective decision making

### Performance Management:

- Effective performance management
- Leaders' responsibilities for evaluating, reprimanding, and counselling staff
- Preparing for performance management discussions
- Conducting performance management discussions
- Evaluating performance expectations objectively