

## Leadership & People Management

**Recommended duration – 2 days**

### Objective

Develop your skills to lead a dynamic, effective and happy team that gets results

### Content

Management vs. Leadership

Quality, Situational and Functional Leadership

- Leadership styles
- Commitment, competence and confidence

Interpersonal and Communication Skills

- What are interpersonal skills?
- Understanding behaviour
- Building rapport

Understanding the Impact of Communication

- Words
  - Verbal, written, e-mail
- Tone
  - Face-to-face, telephone, e-mail
- Body language
  - What works and what doesn't, e-mail

Giving and Receiving Feedback

- Promote positive motivation and delegation
  - How to motivate and delegate
  - Managing your Time
- Develop your coaching skills
  - Coaching

Managing your Team

- Developing your Team
- Getting started, setting goals and communicating
- When times get tough
- Team building
- Celebrating success

### The Trainers Promise

- To use minimal PowerPoint and maximum group exercises, discussion and experience
- To relax the group so they feel comfortable to learn and thoroughly enjoy the experience
- To use a variety of exercises including role-play, group work and case-studies
- The course will be conducted with approximately 70% exercises and 30% theory