



Consulting

***“Achieving Business Goals through Successful Projects”
Project Mgt. Services Delivery, Consulting & Training for IT Projects***

Leadership Skills Development Course Outline

Good leaders have always been expected to be able to solve new problems, capitalize on new opportunities and navigate through the ever-changing landscape of business. Leadership is a complex process by which the leader influences others to perform and achieve. The leadership attributes – belief, values, ethics, character, knowledge, and skills – are all traits, which can be learned. This course provides the basis for understanding what leadership is and what leaders do to be successful.

Course Benefits

At the end of this 2-day workshop, the participants will be able to:

- Define what leadership is and how it is applied at all levels of organizational management
- Understand the basics of leadership and motivation
- Determine what is necessary to lead teams and organizations, and how to integrate this with business management
- Develop skills in communicating, influencing and negotiating with peers, subordinates and senior managers
- Become adept at assessing leadership traits and qualities in ourselves and others
- Learn how to develop leadership in ourselves and others
- Appreciate the importance of organization culture and the leader’s role in establishing it
- Understand key success factors (KSFs) for successful rollout of Management of Change in dynamic organizations

Who Should Attend

This course is suitable for Team Leaders, Project Managers, Middle Managers, Supervisors, Executives and Team Members and anyone else who is or will be responsible for managing teams or individuals.

Method of Delivery

This is a highly interactive course based on the application of theoretical concepts of leadership to practical situations that faced by newly appointed managers. Participants will work in small groups throughout the course to apply the learning to real issues and leadership challenges. Practical exercises and case studies will be used extensively during the course.

Leadership Skills Development - Course Outline

1. Introduction & Objectives

2. Leadership – Role, Skills and Styles

- a. Definition and the Leadership Grid
- b. Collaborative leadership
- c. Transitional leadership
- d. Visionary leadership
- e. Situational leadership

3. Leadership and Communication

- a. Basics of effective Communication
- b. Barriers to communications
- c. Verbal & non-verbal communication
- d. The art of listening
- e. Conducting effective meetings

4. Leadership and Problem-Solving

- a. Problem solving steps
- b. Identifying the problem
- c. Techniques for developing alternatives
- d. Getting consensus
- e. The leader as a problem solver

5. Leadership and Management

- a. Authority Vs. Responsibility
- b. Delegation and Acceptance
- c. Roles and relationships
- d. The manager as a leader
- e. Being a leader: Bridging the gap

6. Leadership and Coaching

- a. The coaching cycle
- b. Pre-requisites for coaching & mentoring
- c. Coaching for performance
- d. The Leader's role in coaching
- e. Managing people issues

7. Leadership and Team Building

- a. Team building process
- b. Essential building blocks for teams
- c. The POPCI fundamentals for effective teams
- Purpose, Organization, Process, Culture & Influence
- d. Dealing with internal and external politics
- e. The Team Leader as a facilitator, mediator & negotiator

8. Leadership and Motivation

- a. Principles of motivation
- b. Motivation theories and their application
- c. Motivation through goal setting
- d. Guidelines for setting SMART goals
- e. Self actualization in the team

9. Leadership and Management of Change

- a. The need for change
- b. Psychology of resistance to change
- c. Implementing the change model
- d. Developing the change management plan
- e. Communicating for change

10. Leadership and Decision-making

- a. Common Pitfalls in Decision-making
- b. Thinking and Decision-making processes
- c. Decision-making matrix – Focus & Impact
- d. The 3D Model – Debate, Discussion & Dialogue

11. Leadership and Ethics

- a. Character and integrity
- b. Ethics and Values
- c. Building excellence
- d. Emotional intelligence
- e. Influencing team/organizational culture

12. Leadership for the Team Leader

- 1. Leadership life cycle
- 2. Continuum of Leadership
- 3. Leadership for virtual teams
- 4. Developing high performance teams
- 5. Checklist – Team Maturity & Leader behaviours

Course Wrap-up