

Leadership Approaches

Designed for new and existing managers, this session looks at leadership fundamentals and how to achieve the task, whilst getting the most out of both your team and the individual.

- Understand what makes a great manager
- Become familiar with the new psychology of leadership
- Explore situational leadership
- Recognise the difference between a manager and a leader

Communication Skills

This session looks at how to effectively communicate from the point of view of both the sender and receiver. It covers body language, building rapport, levels of listening, questioning techniques, and other practical tips.

- Become familiar with the Five Levels of Listening (Covey)
- Recognise different communication styles
- Understand communication principles
- Understand different question types and when to use them

Effective Delegation

Explores the skills and techniques needed to effectively delegate. It's not just about getting the job done, but giving your team more confidence, making them feel important and letting them show what they are capable of.

- Recognise the difference between delegation and allocation
- Understand the different levels of delegation
- Explore effective delegation techniques
- Understand how and when to give feedback

Motivational Skills

While carrots and sticks worked successfully in the 20th century, that's precisely the wrong way to motivate people for today's challenges. This course takes a deep look into modern day motivation and offers smart techniques to get the most out of your people.

- Understand employees' hierarchy of needs (Maslow)
- Explore Theory X and Y (McGregor)
- Understand Intrinsic vs Extrinsic motivation
- Explore and understand Autonomy, Mastery and Purpose (Dan Pink)

Conflict & Difficult Conversations

This session will dive deeper into the definition of conflict and challenge the assumption that is a negative concept. It will provide techniques to assist with the preparation and delivery of challenging conversations.

- Understand the value of positive conflict
- Understand how to disagree respectfully and assertively
- Determine systems and approaches to facilitate difficult conversations
- Complete a conflict style assessment

Time Management & Productivity

In a time poor world, this workshop will explore how to get the most out of your time at work, exploring techniques and tips on how to increase effectiveness and productivity across the team.

- Understand time management techniques
- Explore personal productivity and managing energy and time
- Understand systems and tools for organising workload
- Understand how to increase productivity within your team