

Leadership Skills

Negotiation, strategy and decision making, to name a few, are just some of the essential skills you will learn to become a successful leader.

No Modules: 11

Duration: 2hrs 45min

Level: Introductory

Module 1: The Effective Leader

What's covered?

This module looks at the four types of leader: directive, consultative, delegative and participative and the characteristics of each. We will explore the three areas of need: task needs, individual needs and team needs and look at ways in which you can motivate your team.

Module 2: Communicating With Emotional Intelligence

What's covered?

Emotional Intelligence is your ability to positively manage your own and other people's feelings during interactions. Emotional Intelligence is a key skill for the modern manager. This module will examine the six steps involved in communicating with emotional intelligence. Carrying out the actions in these six steps will help you to build solid, trustworthy and open relationships with your colleagues.

Module 3: Coaching & Mentoring

What's covered?

This module explores the difference between coaching and mentoring. We will look at how to coach and mentor effectively and how to create a personal development plan.

Module 4: Giving & Receiving Feedback

What's covered?

This module will explore the four main work climates: comfortable, stressful, apathetic and high performance and the characteristics of each. We will look at the importance of feedback on improving performance and will look at not only giving feedback but also receiving it.

Module 5: Motivation & Effective Feedback

What's covered?

Motivation is the key to encouraging your staff to go the extra mile. This module will look at the who is responsible for motivating the workforce, the theories behind motivation and six steps to help you motivate both yourself and others.

Module 6: Impact & Influencing

What's covered?

Two of life's most important skills are the ability to influence and have a positive impact on the people around you. This module explores a range of strategies to help improve those skills.

Module 7: Negotiation Skills

What's covered?

The aim of negotiation is to reach an agreement. This module explores the six phases of negotiation: preparation and planning, opening, exploring, testing, bargaining and closing and will equip you with the knowledge to carry out effective negotiations.

Module 8: Project Management

What's covered?

This module looks at the difference between project management and day-to-day management. Planning a project can often feel like a complex, overwhelming process. This module aims to simplify the task by breaking the project down into six stages. We will look at some techniques to help you both look at the 'big picture' and focus in on the details.

Module 9: Making the Change

What's covered?

One of the biggest obstacles a leader faces is leading change. This module looks at the seven characteristics of effective change agents and explores the decision making process. A force-field analysis will help you to uncover both the driving and restraining forces for change. We will look at the importance of effective communication and active listening.

Module 10: The Need for Strategy

What's covered?

Different organisations have different cultures, a system of shared values and beliefs that establish an organisational way of life. It's important to analyse the organisational culture before implementing a change, you therefore need to analyse the organisation itself. This module explores the 7's framework which looks at strategy, structure, systems, shared values, skills, style and staff. We will also look at the political, economic, social and technical factors that could influence an organisation's success and will explore organisational strategies.

Module 11: Effective Meetings

What's covered?

The most common meetings are those which aim to inform, consult, solve problems or make decisions. This module looks at the planning stage, in which you set objectives, create an agenda and decide who will attend the meeting, where it will take place and when. We will also explore some useful hints and tips to make your meeting a success.