



Leading for Success – Sample Programme Outline

Broad Purpose:

To enable managers to strengthen their working relationships, communicate more effectively and better manage the performance of their teams

By attending the programme delegates will:

- identify the behaviours required of an effective leader;
- identify their preferred leadership style and identify when alternative approaches may be more appropriate;
- plan a structured approach to effective communication & relationship management with key stakeholders;
- demonstrate improved communication skills;
- deal proactively with performance, conflict and absence;
- identify specific actions to take that will enhance their management style back at work.

Programme outline

Pre-work:

- **Pre-programme questionnaire**
- **MBTI completed on-line**
- **Delegate/Line Manager discussion;**
 - **to agree learning outcomes from the programme;**
 - **on potential application of workshop content for an existing work based assignment.**

Day 1

Session 1: The context – Leadership challenges

- The organisational culture
- The impact on you as a manager
- Current business challenges as managers
- Working within UK Employment Law
- The leadership versus management debate

The Harmony Partnership (UK) Ltd

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This session would be discussion based, with interactive activities to help managers describe what it is like being a leader/manager in the organisation.

Session 2: Making Personal Change

Understanding personal change

- What has made me the leader I am?
- What change is needed?
- Stepping out of our comfort zone
- Taking responsibility to change habits and behaviour

Session 3: Reviewing the effectiveness of key work relationships

- Mapping key relationships
- Reviewing the quality of the relationships
- Identifying what is working well and what needs to be improved

Session 4: Understanding personal leadership style

- Using the MBTI to examine individuals' preferences and the implications they have on the chosen leadership style and on the effectiveness of key relationships

This session would include a number of focused activities to help managers recognise how their personality influences their behaviour and how that is perceived by others.

Day 2

Session 1: Using effective communication to improve relationships

- Core communication skills
- Building rapport and trust
- Understanding the effect beliefs and values have on behaviours and actions

Session 2: Managing performance

- Setting clear goals and expectations
- Ensuring commitment and buy-in
- Motivating the team/individual
- Monitoring progress
- Giving effective feedback

Session 3: Dealing proactively with difficult situations

- Identifying and addressing performance issues
- Focusing on solutions. A practical method to define success and address problems
- Understanding and resolving conflict
- Saying No
- Getting commitment to change

Session 4: Action planning & work based application

- What will delegates do to improve the quality of their leadership, communications and influence
- Identifying current situation in which to apply the learning from the workshop

Application of learning

Day 3 – content to be finalised post Day 2

Morning session: review of work based assignments

- What has been done, outcomes achieved
- What went less well, further actions required
- Identification of key issues

Afternoon session: Workshop to address key issues

- A focused session involving discussion, input and practical exercises
- Action planning