



Course Overview

This is a management and leadership development program for middle managers with at least a few years' experience in management. This course will ensure that you take your personal leadership style and competencies to new levels of success. The course is designed for middle managers who wish to find their own voice and deepen their management and leadership expertise. Effective Managers and Leaders are urgently needed within South African organizations.

Course Outline

- Understand a range of leadership skills
- Use the skills and processes presented techniques to improve the quality of leadership
- Explain the benefits of having effective leadership in the organization
- Leaders are Creating & Communicating Meaning
- Leaders can make the important things clear
- Leaders can make the meaning of the organization clear through the mission and vision that they communicate
- Leaders are clear and targeted on achieving the Mission
- Leaders have an External Focus

Great leaders look outside their organization at:

- Threats
- Opportunities
- Benchmark Information
- Happy & Loyal Customers
- Leaders have a Genuine Caring About People

Great leaders want to:

- Know their people
- Show that they care about their people
- Involve their people
- Trust and value their people
- Leaders provide Clear and Honest Communication
- Great leaders
- Tell the truth
- Have transparent communication processes
- Do not operate a 'culture of blame'
- Don't practice scape-goating
- Speak in unambiguous plain language

Leadership and the Organization

The organization needs to have leadership because leaders provide:

- Direction

- Motivation
- Inspiration

These allow ordinary people within the organization to produce extraordinary results over the long term

- Understanding Leadership
- Leadership is the essential ingredient that turns visions and plans into reality
- Effective leaders harness the energies and gain the commitment of their people towards great achievements

What Makes An Effective Leader?

The factors that make an effective leader can be classified under three headings:

- Traits or characteristics they exhibit
- Behaviours that they show
- Situations they find themselves in
- According to this approach
- Leaders are born not made
- Traits include
- Intelligence
- Initiative
- Self-confidence
- Maturity
- People skills
- Organizational capability

There are two groups of behaviours

- Task related behaviours
- Planning, resourcing and getting things done

People related behaviours

- Gaining support
- Gaining commitment
- Motivation

Learning outcomes

- Understand the importance of self-awareness for holistic development
- Describe and discuss the distinction between management and leadership
- Understand and explain selected theories of leadership and management
- Be confident to explore your own emotional intelligence
- Practice lateral thinking in responding to challenges requiring creative solutions
- Understanding the strengths and weaknesses of my personality type
- Describe the importance of trust in developing credibility and team empowerment
- Apply self-management techniques to use time optimally
- Apply the situational leadership model
- Practicing success principles of leadership by clarifying my personal vision

- Creating a legacy- why leaders develop the members of their team?
- Describe and implement various methods to motivate and reward staff
- Monitor performance and delegate tasks and responsibilities
- Provide mentoring and coaching support to team members
- Establish and maintain productive working relationships
- Identify barriers to effective teamwork and discuss and implement solutions
- Develop plans and objectives in consultation with the team
- Stress the importance of and apply various methods of handling conflicts promptly
- Understand and apply disciplinary principles when necessary
- Handle challenges through an effective problem solving technique
- Manage change by encouraging individuals to express fears

Topics

- What is Leadership?
- The roles and qualities of leadership
- Emotional Intelligence
- The distinction between management and leadership
- Creative Thinking
- Leaders and ongoing development
- Holistic development model
- Deepening self-awareness
- Ways of knowing yourself
- Love and fear – key drivers of behaviour
- Maximising the use of your time
- Creating a legacy
- Situational Leadership
- Why leaders develop their employees
- Becoming a mentor and coach
- Communication
- Motivation
- Delegation
- Degrees of delegation
- Leading teams
- Dimensions of team effectiveness
- Leading change
- Coping with stress
- The disciplinary meeting
- Managing conflict
- The (ORI) Problem solving method
- Success principles of leadership
- Stay focused on your core genius