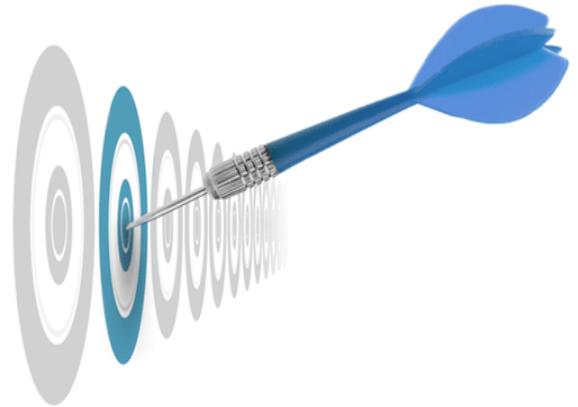


“Potential Business Leadership Workshop” **Becoming a Management Material**

Executive Summary and Scope:

This course is for people who want to become an effective leader. Leadership is different from managing. You lead people, but you manage things. Leadership is about Inspiration, motivation and vision. Managing is about optimisation of resources, scheduling, project management and so on. You may lead and manage at the same time, however, this course focuses on your leadership role.

As a leader in the 21st century, you need to be prepared for dynamic, complex and competitive environments with a flexible approach. With a mission and a strategy you can look forward with confidence and certainty that will be picked up by your team.



Core Behavioral Competencies:

- Master Peter Senge's five disciplines
- Add Kouzes and Posner's five practices to their life
- Build trust with their employees
- Develop key management skills, including change management, time management, critical thinking, delegation, problem solving, presentation strategies, communications, strategic planning, and feedback techniques
- Use Robert Cialdini's six influence strategies to their advantage

How you will Benefit:

- Leadership profile and competencies to highlight your strengths and challenges
- Directional and consequential thinking and how to develop these skills
- Strategies for influencing others through improved communication and interaction
- Your role in making meetings effective, both as a leader and as a participant
- Critical problem-solving skills and the tools and techniques you can use
- Strategic planning with a SWOT analysis to introduce change
- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
- See change not as something to be feared and resisted but as an essential element of the world to be accepted.
- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
- Recognize that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the way things used to be.
- See change as an opportunity for self-motivation and innovation.
- Identify strategies for helping change be accepted and implemented in the workplace.
- Ways to manage the change process
- effectively for sustainable growth

What will be Covered

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Learning Organization

The idea that organizations and people should strive to continually evolve and learn has been coming into prominence over the last decade. During this session, we will explore what this means and how we can get started.

The Five Disciplines

The morning of Day One will be spent discussing Peter Senge's five disciplines: personal mastery, mental models, shared vision, team learning, and systems thinking.

Leadership

One key tool for developing your leadership skills is the Situational Leadership Model developed by Paul Hersey. Participants will spend most of the afternoon of Day One taking this test and analyzing its results.

The Five Practices

James Kouzes and Barry Posner are two other well-known researchers who have done a tremendous amount of work on leadership, and their findings complement Peter Senge's work. They have identified five practices they feel should be a part of every leader's skill set. We will look at each practice closely and help you identify some ways to incorporate it into your leadership skill set.

Trust

Trust may very well be one of the most important determiners of employer-employee relationships. We will explore some ways that participants can build trust with their employees.

Change

Managing change well is a key part of being a manager. We will take a close look at William Bridges' change cycle. Participants will also have an opportunity to apply the cycle to situations from their own lives.

The Change Cycle

During this session, we will explore the three phases of William Bridges' change cycle through lecture and small group work.

The Human Reaction to Change

This session will look at Daryl Conner's interpretation of the human response to change through lecture and small group work.

The Pace of Change

We will look at how different people react to change in different ways and at different times through a lecture and a case study.

The Pyramid Response to Change

We will examine how employees, middle management, and upper management are affected by change.

A Four Room Apartment

This session will look at change using Claes Janssen's four room apartment model.

Dealing with Resistance

During this session, we will examine the three keys to successful change.

Adapting to Change

This session will discuss how to become resilient to change through a lecture, personal case studies, and small group discussion.

Strategies for Dealing with Change

Now that we have looked at change using a number of models, we will look at five strategies that can help you deal with change.

Types of Thinking

There are several models that you can apply to your thinking to help you achieve maximum results. We will discuss two models and apply them to an ethical dilemma.

Influence Strategies

At the very core of leadership is the ability to influence people. There are many ways that we can influence people. This session will focus on the six methods that Robert Cialdini has identified.

Relationships

Early on in the workshop, we looked at the concept of systems thinking. This session takes that concept and applies it to relationships. We will look at the relationship system and how participants can use it to better coach a team through conflict.

Problem Solving

There are many approaches that you can use to solve a problem. We will discuss a simple eight-step method and then participants will apply that method to a personal problem.

Strategic Planning

By the end of this session, participants will understand the benefits of a SWOT analysis. They will also have an opportunity to complete a personal analysis.

Delegation

One of a manager's biggest challenges is what to delegate, to whom, and how. We will take an in-depth look at some key delegation techniques, and then

participants will practice those techniques in a role play.

Criteria for Useful Feedback

This session will look at the nine criteria for useful feedback. We will also see the value of good feedback through a group exercise.

Feedback Techniques

In this session, we will continue our work with feedback by looking at some feedback techniques. Participants will then practice those techniques through a role-play.

Body Language

Just as important as what you say is how you say it. During this session participants will learn how to make sure that their body is sending the same message as their words.

Meetings

Leaders are often asked to hold, attend, and/or facilitate meetings. We will look at each of these roles in-depth and identify some ways that leaders can make the most of their time in each role.

Skilful Speaking

Public speaking is an opportunity leaders must learn to grasp at every opportunity. During this session, participants will learn seven ways to pump up a presentation.

Personal Development

To wrap up the workshop, we will review the pre-assignment and fill out an action plan.

Workshop Wrap-Up

At the end of the day, participants will have an opportunity to ask questions.