

Leadership Fundamentals

This popular training program equips new managers to understand the fundamental elements of managing and leading teams. As well as covering various techniques and theories, the program has a high degree of practical application. All examples, scenarios and activities used within the program are contextualised to your industry.

- Who should attend:** Supervisors, Team Leaders, newly appointed or aspiring Managers
- Flexible Delivery:** Our base program consists of 6 core modules as outlined below. Alternatively, our flexible approach allows for the program to be structured based on our clients' specific needs and budgetary requirements.
- Duration:** The base program may be delivered over 3 full days or alternatively as 6 half day sessions. The duration may be across a two month period.
- Flexible options available include a 2 day program consisting of a selection of 4 modules as detailed in the program outline.
- Delivery Method:** HR4Business training rooms based at Level 1, 77 Yarra Street, Geelong.
Onsite at our client's premises;
Offsite at a conference centre of your choice
- Program Cost:** Fees are dependent upon participant numbers and the program duration

Module 1 - Effective Leadership

Workshop Objectives

- Understand the definition of leadership
- Identify what successful and effective leadership looks like
- Understand the various styles of leadership
- Identify which leadership style to use

Module 2 – People Management Basics (Communication, Delegation & Feedback)

Workshop Objectives

- Understand the keys to communication
- Be able to give clear direction and delegate effectively
- Be able to give constructive feedback
- Be willing and able to give positive feedback

Module 3 - Time Management

Workshop Objectives

- Be able to set effective goals
- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome obstacles including procrastination
- Learn what your most productive time of day is
- Be able to say 'NO'
- Plan and conduct meetings more effectively

Module 4 – Effective Management of Employee Performance

Workshop Objectives

- Setting and communicating expectations
- Managing employees on probation
- The benefits of ongoing and regular performance management
- Identifying and addressing poor performance
- Conducting performance management meetings and conversations
- Ensuring procedural fairness

Module 5 – Conflict Management

Workshop Objectives

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out the parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as open questions

Module 6 - Professional Business Etiquette

Workshop Objectives

- Understand your obligations under relevant legislation regarding appropriate behavior, conflict of interest, confidentiality and privacy
- Learn professional phone etiquette and email etiquette
- Learn the basics behind professional writing of correspondence

For further information please contact Sue Kelly, Principle Consultant or Elisa Walerys, Senior HR Consultant on 5222 6695.