

## Empowering Leadership

**Length:** 2 Days

**Summary:** Participants in the 'Empowering Leadership Skills' course will gain an understanding of the importance of setting goals with team members and how to set goals to ensure their achievement. We will explore methods of developing and empowering people, through training, coaching, supporting and delegating. We will discover how to inspire the best performance through recognition and reward, and adopt a supportive approach to correcting mistakes and disciplining people.

### COURSE CONTENT

#### THE FOUNDATIONS OF LEADERSHIP AND TEAMS

- Explore what 'Leadership' means and how it differs from yesterday's concept of 'Management'.
- Gain insight into the indirect control, or influence, we have over colleagues and the results of the team.
- Consider the value of working in teams, and what a team needs in order to function successfully.
- Gain an understanding of 'Employee Empowerment', and the Leader's role in inspiring people to perform at their greatest potential.

#### COMMUNICATION AND MEETINGS

- Investigate the types and frequency of meetings we should facilitate with individuals, and the team as a group, for effective Leadership.
- Understand that good communication is the cornerstone of effective Leadership.
- Enhance rapport-building, questioning, and listening skills to ensure open communication.
- Learn how to project approachability and authority via body language and speech techniques.
- Identify leader's behaviors which will increase team members' trust and respect for them.
- Adopt supportive yet assertive approaches to resolving conflicts within the team.
- Understand how to successfully facilitate meetings for effective outcomes.

#### PRINCIPLES FOR EFFECTIVE GOAL SETTING

- Investigate the importance of goal setting in generating results.
- Follow guidelines for the goal setting process to generate team members' commitment for achievement and success.
- Adopt an approach which helps keep people focused on their goals

#### DEVELOPING AND EMPOWERING PEOPLE (TRAINING, COACHING AND DELEGATING)

- Employ various styles of Leadership for developing and supporting your people.
- Discuss what 'coaching' means, and techniques for successful coaching.
- Recognize the benefits of delegation for increasing productivity and developing the capabilities of team members.
- Discuss the principles of effective delegation.

#### REWARDING AND CORRECTING PEOPLE'S BEHAVIOR

- Become aware of the power of reward, recognition and positive reinforcement.
- Clarify the distinction between Extrinsic and Intrinsic rewards, and consider ways of maximizing the perception of both.
- Develop an approach to correcting people's mistakes which leads to improved performance and confidence.
- Follow a plan for 'progressive discipline' to address poor performance or misconduct.

## CONDUCTING PERFORMANCE REVIEW MEETINGS

- Understand the importance of measuring and monitoring performance and providing formalized feedback to inspire enhanced performance.
- Adopt an approach for continual assessment to make preparation for performance reviews unbiased and comprehensive.

## TIME MANAGEMENT

- Explore techniques to minimize time wasted in the workplace.
- Adopt a mindset which enhances your results, as well as increasing your enjoyment of the Leadership role.