

Leadership Development Soft Skills

Duration: 16 hours

Topics:

1. Self -Awareness

- Leadership wisdom
- Leadership identity
- Leadership reputation
- Leadership brand
- Characteristics of Self-aware Leaders
- Organizational Benefits of Self-aware Leadership
- Strive for More
- Practice Mindfulness, Empathy, Adaptability
- Open- mindedness
- Gather Trusted Feedback

2. Impressive and effective Communication

- Ability to adapt to different communication styles in order to establish rapport, build trust, and strengthen teams
- Embracing Diversity / Respectful Workplace Communications
- Art of Delegation
- Art of giving feedback
- Managing challenging people, give honest feedback
- Tapping inner depths of your communication potential.
- Communicating with a sense of assertiveness, transparency and self-assurance.
- Active Listening
- Asking Open ended questions
- Positive, Impactful and Open body language

3. Teamwork and Interpersonal Skills

- Power of Integrity and trustworthiness
- Fitting in and impacting people of multi-cultures
- Human make-up: Beliefs, Traditions, Values, Culture, Attitudes, and Behaviours
- Building rapport
- Keys to successful influence
- Mastering Emotional Intelligence
- Capitalizing on styles, personalities, and strengths
- Elements for Developing high performing teams

- Effective Teambuilding Techniques
- Effective listening Techniques
- People Management
- Developing Relationships
- Encouraging discussions and straightforwardness

4. Conflict Management

- Recognize and understand their own conflict “triggers.”
- Understand how different values may contribute to conflict.
- Practice active and passive positive responses to conflict in their workplace.
- Identifying Levels of Conflict
- Identifying Types of conflicts
- The Thomas-Kilmann Conflict Mode Instrument (TKI)/ Conflict Styles: Competitive, Collaborative, Compromising, Accommodating
- Being Candid
- Being Receptive
- Depersonalising
- Out-law Triangulation
- Being Accountable
- Additional Tools for Conflict Resolution
- Being Mindful

5. Time Management

a) Organizing Your Day

- 80:20 Rule or Pareto Principle of Time Management
- Job Analysis - What are the 20 percent of my job responsibilities that produce 80 percent of the results?
- Activity Logs
- Analyzing Your Time Log
 - Currently is my focus on the 20 percent
 - What should I do to include my core responsibilities?
 - To-Do Lists

b) Dealing with Common Time Wasters

- Interruptions
- shifting Priorities
- Too Much Information
- Travel

c) Procrastination

- Causes
- Ways to Overcome Procrastination

d) Delegation:

- Why Delegate?
- The Delegation Process
- Delegation for Time Management
- Delegation for Succession

6. Empathy &EQ

- Embodying Empathy
- Form a personal bond with your team
- Watch for signs of burn-out in others
- Lead from within
- Show sincere interest in the needs, hopes, and dreams of other people

7. Problem Solving

- Understanding the Problem-Solving Hierarchy
- A senior executive's blueprint
- Examining the universe of business problems
- The three basic levels of business challenge: making decisions, solving problems and managing dilemmas
- Defining the Problem
- Identifying available options
- Establishing useful time frames
- Gathering and evaluating decision criteria
- Structured Problem-Solving Techniques for Leaders
- Solving problems that can be solved
- Defining your problem to ensure resolution
- Identifying barriers that prevent successful outcome

8. Accountability

- Perception
- Victim Vs Growth Mind-set
- Difference between Responsibility, Ownership and accountability
- Image – Attitude, Appearance, Actions
- Five principles of workplace accountability
- Principles of Personal Accountability
- Above or Below the line
- Attitudes and habits of accountable people
- Shifting from WIIFM to WIIFT
- The OZ principle of accountability
- Journaling your journey of ownership

