

Leadership Capacity Development Program



**Adopt Strategies To Create And Maintain High Performance Teams,
Manage Performance, Embrace Change, And Manage Conflict Effectively**

INTRODUCTION

In this program, you will learn how your own leadership style impacts what you accomplish as a leader. You will acquire the skills and techniques that will help you become the kind of leader that others want to follow.

We will show you how to interpret your team's mission to its members, guide them through frustrating circumstances, motivate those who feel overwhelmed and torn between your expectations and their other priorities, and prepare them to take on new initiatives and challenges. You will learn how to align your leadership style with that of your organization as well as tailor it to what works best with a given individual. We'll teach you how to use the feedback and coaching mechanisms to build competence and commitment, how to motivate and inspire, and how to build cohesion and loyalty to prevent turnover



**South Africa Tel: + 27 11 549 5668 | USA Tel: +1 870-600-0641 | Mobile: +27 78 512 0481
Email: info@oseasonsevents.co.za | Address: Johannesburg Fourways Broadacres, Corner of Cedar
Road, and Fourways Boulevard, Johannesburg, 2191**

Course Timings:

Registration will be at 08:00 on Day One. Course sessions will start promptly at 08:30 and end at 15:30. There will be two short breaks for refreshments and lunch will be served at 12:30 of each day's sessions

DURATION: 5 DAYS

Who Should Attend?

- Line Managers
- Supervisors
- Team Leaders
- Project Leaders
- Shift Leaders
- Trainee Managers
- Assistant Managers
- Individuals making the transition into management roles
- Plus any executives without formal management training
- Middle to Senior Management
- And Individuals who want to strengthen their leadership skills for effective communication and networking both inside and outside their organization

LEARNING OUTCOMES

- Coordinate day-to-day activities with the strategic mission while readying employees for new initiatives
- Recognize the variation in individual leadership style preferences and align your style with that of your superiors, colleagues, and subordinates
- Employ team-strengthening strategies that help you motivate, inspire, and build commitment
- Create an environment that unleashes positive energy and creates a desire for improvement and success
- Use practiced, real-world scenarios to resolve challenges and dismantle barriers
- Learn to delegate tasks in a manner that helps you focus on the big things while building your employees' skill and accountability
- Use coaching tools to provide your employees with performance feedback and guidance
- Use feedback mechanisms that balance the employee's needs for continuous improvement against his self-esteem
- Understand what you can do to keep a highly marketable employee from leaving the organization
- Adapt to change, both as a leader and follower
- Determine the 'tipping point' for a new initiative and create a plan to make an initiative tip
- Recognize the symptoms of team dysfunction due to resistance to change and design an influence strategy for moving the team into positive territory

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TRAINING METHODOLOGIES

Brainstorming

This is a free-wheeling technique to generate ideas. Groups will be given a question or problem and asked to produce as many ideas as possible through creative, spontaneous flow of suggestions with no judgment or evaluation of the suggestions. Quantity is more important than quality. A more careful analysis of the ideas and their usefulness is postponed until later.

Buzz Group

Group will be subdivided into small units. All groups meet simultaneously for five to ten minutes to react to a topic, generate ideas or questions, discuss an issue, etc. Used to quickly share the ideas of a large group.

Case Study

A written or oral account of a situation which requires resolution is given to the learners. Either individually or in groups, the learners are asked to analyze the case and present recommendations. It will be used to apply learning in order to solve problems.

Discussion

A verbal exchange of ideas on a topic or problem of mutual interest. The discussion can be leaderless, led by a learner, or moderated by the instructor. Discussions will be initiated by the instructor through questioning.

Lecture

An oral presentation in which the instructor or other speaker present facts, opinions, events,

Slip Writing

A quick method of generating questions from learners by asking them to write questions down and pass them to the instructor. The instructor will then read all the questions to the group and either answers or refers questions back to the group

MODULAR OUTLINE	
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DAY 1	

<p><u>FOUNDATIONS OF LEADERSHIP</u></p>	<ul style="list-style-type: none"> • Learn what your current leadership strengths are, what your needs are and how they affect the functioning of your team. • Learn how to improve work performance by understanding how people interact with each other. • Increase your understanding of how to best influence others - and create strategies for managing conflict.
<p><u>DEVELOP AND STRATEGIC LEADER</u></p>	<ul style="list-style-type: none"> • Understand what strategic leadership means and use it as a framework to guide your personal development, the development of your teams and the development of the institution. • Increase your individual strategic leadership effectiveness in three key areas: thinking strategically, acting decisively and influencing the commitment of others to long-term strategic objectives. • Recognize how effective teams in your organization use strategic thinking, acting and influencing - and use that knowledge to improve the way those teams move the organization forward. • Understand the learning processes necessary for strategic organizations and how to improve these processes within your own organization. • Develop an achievable set of goals for the future along with a plan to achieve them.
<p>DAY 2</p>	
<p><u>LEADERS AND HIGH LEVEL PERFORMANCE TEAMS</u></p>	<ul style="list-style-type: none"> • Gain insight into your strengths and development needs regarding the behaviors of highly effective team leaders • Identify the components of building and launching a team, and understand how to best facilitate team learning • Learn how to use diagnostic tools to assess teams in real time and how to identify root causes of performance problems • Develop as a team leader by using assessment tools, along with team-building exercises and team coaching methods • Develop awareness of how to coach a team. • Get practice in developing and leading a high-performance team by participating in an outdoor orienteering simulation • Learn when and how to close a team

DAY 3	
<u>HUMAN RESOURCE DEVELOPMENT</u>	<ul style="list-style-type: none"> • Gain the self-awareness and confidence needed to take on new leadership responsibilities. • The art of leadership that will challenge you to develop your emotional intelligence. • Improve skills by identifying and managing strengths and development needs through constructive feedback. • Learn more about leadership behaviors and the impact they have on others. • Learn about strategic partnering, teamwork and coping with workplace challenges by revitalizing creativity. • Stimulate personal and career growth through self-directed development. • Develop a plan of action, including a set of achievable goals through individual guidance in planning and goal setting.
<u>PROBLEM SOLVING AND DECISION MAKING</u>	<ul style="list-style-type: none"> • Choosing the right thinking for the problem • Applying the principles of emotional intelligence • How emotions affect behaviour • Emotions and culture • Creating an environment that nurtures innovation and commitment • Harnessing diversity and conflict to achieve results • How to effect the positive change you want in a sustainable fashion
DAY 4	
<u>LEADING IN A THINKING ENVIRONMENT</u>	<ul style="list-style-type: none"> • Build an executive leadership style that creates trust, sets a clear vision and guides your entire team toward greater performance and profit • Gain insights into the key executive leadership skills and techniques you need to create a winning strategy • Learn what real “coaching” consists of and how to build an extraordinary team that works together to deliver results • Develop heightened “emotional intelligence” for greater professional achievement and satisfaction • Identify the characteristics of effective leadership and the most common saboteur

	<ul style="list-style-type: none"> • Develop an executive leadership style that adapts to the person and situation • Improve performance through empowerment and effective delegation • Clearly communicate mission, vision and value statements • Build a cohesive unit that performs well in all situations • Apply executive leadership training to continue your growth as a leader through a self-development plan
<u>SYSTEM THINKING</u>	<ul style="list-style-type: none"> • Have a conceptual framework and a language for understanding and articulating the dynamics of their workplace; • Be more able to handle difficult situations with staff; • Have increased confidence in their capacity to act effectively. • Have developed further skills in reflecting upon, and understanding, their practice.
<u>CHANGE MANAGEMENT</u>	<ul style="list-style-type: none"> • Understand the role of change in organisational success. <ul style="list-style-type: none"> • Develop the skills needed to support innovation and improvement. • Develop the planning skills needed to introduce and implement positive change. • Use consultative processes to reduce the barriers to change. • Analyse and evaluate problems associated with change. • Manage the stress associated with change. • Monitor the outcomes of change.
<u>DAY 5</u>	
<u>THE ART OF DELEGATION</u>	<ul style="list-style-type: none"> • Assessment: How Well Do You Delegate? • Your Delegation Profile • What Has Gone Wrong in the Past? • Communication is the Key: <ul style="list-style-type: none"> – Giving Complete Information – Obtaining Feedback – Ensuring Understanding • The Eight Ingredients of Effective Delegation • Developing a Checklist of Delegation Behaviours

	<ul style="list-style-type: none"> • Practicing Effective Delegation
<u>THE ART OF NEGOTIATION</u>	<ul style="list-style-type: none"> • Use effective negotiating skills • Understand human behaviour in negotiations • Outline the key elements in any negotiation • Recognize the critical importance of being properly prepared • Understand the negotiation process itself • Develop a more flexible approach to negotiations
<u>EFFECTIVE MEETINGS</u>	<ul style="list-style-type: none"> • To assist in establishing best practice at managing effective meetings • To emphasise the key aspects of effective preparation • To practice running meetings • To develop techniques for handling effective outcomes from meetings • To develop techniques at dealing with difficulties and conflicts arising from meetings • How to plan & prepare meetings • Techniques in how an effective meeting should be run • How to get the best practical benefits from a meeting

Registration Form

PLEASE COMPLETE THIS FORM AND EMAIL BACK TO INFO@0SEASONSEVENTS.CO.ZA TO SUCCESSFULLY COMPLETE YOUR BOOKING

Company Name _____ Country _____

Tel Number: _____ Fax: _____

Signature: _____ Date: _____

(This booking is not valid without a signature)

DELEGATES DETAILS (PLEASE FILL IN USING BLOCK CAPITALS)

1st Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

2nd Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

3rd Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

AUTHORIZATION

Title	Surname	First Name
Job Title	Email (required)	Telephone

Signature: _____ Date: _____

(This booking is not valid without a signature)

TERMS AND CONDITIONS

1. Payment Terms: On the return of the registration form, full payment is required within 10 working days. Payment must be received prior to the conference date O-Seasons Events reserves the right to refuse entry into the conference should full payment not have been received prior to this date. Cancellation will be charged under the term set out below. **2. Cancellations, No shows & Substitutions:** Cancellations received in writing more than 21 days prior to the event being held carry a 50% cancellation fee. Should cancellations be received between 21 days and the date of the event, the full conference fee is payable and non-refundable. Non-payment or non-attendance does not constitute cancellation. No show will be charged the full registration fee. Cash alternatives will not be offered, however, substitutes at no extra charge are welcome. **3. Alterations to advertised package:** O-Seasons Events reserves the right to alter this programme without notice or penalty and in such situations no refunds or part-refunds or alternative offer will be made. Should O-Seasons Events permanently cancel an event, for any reason whatsoever, the Client shall be provided a credit of the equivalent amount paid towards the cancelled event. In the case of a postponed or cancelled event, O-Seasons Events will not be responsible for covering airfare, accommodation, or other travel cost incurred by Clients. **4. Copyright:** All intellectual property rights in the materials distributed by O-Seasons Events in connection with this event are expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

Bank Details

Name of account: O-Seasons Events (PTY) LTD
Registration Number: 2012/060287/07
Bank: The Standard Bank of SA Ltd
Branch code: 001255
Branch Name: Rivonia
Account Number: 370463854
Type of acc: Business Cheque
Swift code: SBZAJJ

Conference Fees

Please select your venue by ticking the boxes below

Please select your options by ticking the boxes below

Conference and Workshop (5 days)

\$ 2,500

Airport Transfer (both ways)

\$ 100

Accommodation Per Night

\$ 110

Optional Tour

\$ 130

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