

No.	Module	Overview	Outcomes
1	Effective Leadership Skills	<ul style="list-style-type: none"> • Know when to lead and when to manage • Learn from great leaders of the past • Leading with integrity and inspiration and how to use legitimate power • Leadership styles – Understand your preferred style and know when you need an alternative style to develop your team • Motivational delegation 	To become a leader whom your staff respect and want to follow because you use the right approach for the right person and the right situation
2	Assertive Leadership	<ul style="list-style-type: none"> • Know how to build the confidence of the more passive team members • Know how to achieve mutual benefit (win/win) outcomes with others • Know how to communicate with a balance between the courage and conviction of your own point of view and consideration of others • Know how to influence others through your communication • How to respond as a leader to highly charged situations assertively 	By being assertive you deepen the respect from your team, you get things done through good communication and you interact skilfully
3	Mentoring and Coaching	<ul style="list-style-type: none"> • Knowing when to use mentoring and when to use coaching to develop staff to become highly motivated and highly capable • Knowing when to give direction to the team and when to be hands off • Know how to use powerful questions and active listening skills in a dynamic environment to help improve the performance of others • Know how to use a tried and tested 'coaching model' to plan and conduct effective coaching sessions • Team facilitation and inspiring the team to solve problems 	You are able to use your mentoring, coaching and communication skills to motivate staff and develop their ability to be highly competent
4	Performance Management	<ul style="list-style-type: none"> • Know the factors that affect performance in the workplace • Know the difference between 'appraisals' and developing a performance culture • Know how to give effective 1-2-1's, motivational feedback and overcome any defensiveness when discussing performance issues • Know how to deal with poor performance • Know how to motivate people and high performance teams 	You are a leader that is focused on performance and performance improvement and you nurture a high performance culture within your organisation

For Managers

No.	Module	Overview	Outcomes
5	Conflict prevention & resolution	<ul style="list-style-type: none"> • Know how to effectively overcome problems & prevent conflict • Know the importance of setting clear expectations and boundaries • Understand how conflict escalates and when you need to intervene • Understand your preferred conflict resolution style and when you need to use another style • Know the essentials of dealing with grievances 	You know how to defuse any potential conflict and effectively resolve disputes with an outcome all parties are satisfied with
6	Effective team working	<ul style="list-style-type: none"> • Know how to utilise the strengths within the team and compensate for any weaknesses • Know how to develop a team spirit & sense of purpose • Know how to develop your team to being high performing focused on its goals, celebrating its success and achieving high impact results • Know how to release creativity within your team to overcome problems, embrace change and find new ways of working 	You know how to develop and lead a high performing team focused on a 'shared goal/outcome'
7	Time management, prioritising & planning	<ul style="list-style-type: none"> • Know how to focus on the truly important without letting the urgent but less important tasks take priority • Know how to use a simple 7 step process for effective planning and prioritising individually and as a team • Know how to set high impact goals for yourself and your team • Know how to manage by objectives 	You are a leader who plans and prioritises success rather than leave it to chance.
8	Decision making & leading change	<ul style="list-style-type: none"> • How to make decisions that count • How to lead change, overcome resistance to change, communicate change so you get everyone behind improvements • Developing your proactive leadership skills • Know how to focus yourself and the team on the things you can influence • How to become an inspirational and influential leader 	You are able to effectively and decisively lead your team through improvements and change
9	Improvement Tools	<ul style="list-style-type: none"> • How to map processes to identify waste and improve quality • Simple problem solving • How to sponsor CI & DI improvements 	You have a basic improvement toolkit