

For Team Leaders

No.	Module	Overview
1	Lay Your Foundation	<ul style="list-style-type: none"> • Our learning styles and how they can impact on how we learn • Define your aims & objectives • Changing negative beliefs into positive ones • Knowing where we are currently (self-awareness) • Understanding and using strengths & weaknesses • Creating a balanced life & developing a winning attitude • Examining current perceptions & developing new, more empowering ones • Possible outside team challenge to bring the group together
2	Make Powerful Decisions	<ul style="list-style-type: none"> • Becoming decisive • Exploring change and how to embrace it (personally & with work based teams) • Understanding our true worth as a manager of people • Taking personal responsibility & empowering the team to do the same • The power of choice • Responding to what work and even life throws at us • How to make real commitments & become a transformational & influential figure • Team activity to challenge the 'proactive' approach to problems
3	Determine Your Future	<ul style="list-style-type: none"> • Developing and having a 'big picture' for the future of your department and how that should link into the bigger picture for the company • Seeing your limitless potential • Developing your own personal leadership skills • Leadership/management – 4 different leadership styles and how you can use them to develop the people around you & your team. • Visualising and affirming to tap into your creative power • Writing vision (where you want to be) and mission (how you are going to get there) – what you would like to have, do & be • Leadership activities to put the theory into practice

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4	Take Control	<ul style="list-style-type: none"> • How to develop will power to take action • Identifying goals, prioritising them & developing an action plan to implement • How to set SMART goals • How to manage time to achieve goals • Overcoming procrastination & other distractions • Creating balance with achievements • The 5 essentials to be able to 'motivationally' delegate • Tasks to challenge prioritisation, planning and managing of limited time
5	Build Character & Valuing Your Most Important Asset	<ul style="list-style-type: none"> • Valuing yourself highly • Developing character and character strength to make difficult decisions and handle difficult situations • Developing personality • Giving trust and been trustworthy and how this is the foundation for effective relationships with others • How to maintain personal high performance • The importance of balance in four key areas of your life • Celebrating success
6	Interact With Skill	<ul style="list-style-type: none"> • Understanding current styles of interaction with others • Handling conflict • Going from a passive or aggressive to an assertive style • How to achieve mutual benefit, win/win outcomes • Dealing with openly aggressive people • Increasing cooperative power & going from being competitive to cooperative • Giving & receiving criticism • Series of activities to encourage 'creative' and cooperative thinking

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7	Communicate With Ease	<ul style="list-style-type: none"> • How to effectively influence others • Listening is powerful and hard but it can improve our self-confidence, esteem & self-consciousness • How to communicate with clarity & be understood effectively • The different levels of listening & when to use them • The attitude & skill of deep listening & how to put it into practice • Effective questions to ask others to encourage them to improve Coaching others so they learn and perform like never before • Series of activities to challenge our communication skills
8	Bring About Creative Solutions	<ul style="list-style-type: none"> • Communicating to find new possibilities • How to diffuse & resolve conflict • Finding shared solutions or alternatives • How to value and use differences in a positive & creative way • Releasing your creative power to find creative solutions • Great team leading • Stages of team development & knowing how to develop your team • Great team working, your preferred team role & how to get the best from your team • Building up the team spirit • Team Building activities
9	Improvement Tools	<ul style="list-style-type: none"> • How to map processes to identify waste and improve quality • Visual Performance Management • Simple problem solving
10	Individual Performance Management & Improvement	<ul style="list-style-type: none"> • What performance management is, what it is not, why it is important, when it is important, who it is important to • The difference between 'performance management' & 'appraisals' • The factors that affect performance • Addressing poor performance & how to turn poor performance into good performance