

Leadership Development Programme

We have combined the key skills sought from people managers in this series of 4 modules and lay out the foundation of building and strengthening these skills.

These modules are suitable for current and aspiring management team members (including newly promoted leaders) in support/operational roles who are looking to refresh their knowledge and grow their confidence in people management.

Each 1½hr module is designed to provide a sustained online learning programme which includes a breakout to consider case scenarios alongside colleagues from the sector.

MODULE 1 – MANAGEMENT & LEADERSHIP
MODULE 2 – COMMUNICATION SKILLS
MODULE 3 – MANAGING SUSTAINED PERFORMANCE
MODULE 4 – SUSTAINED PERFORMANCE AND DEVELOPMENT

MODULE 1 – MANAGEMENT & LEADERSHIP

22 September

Contents

- Comparing Management and Leadership
- Leadership styles
 - Directional
 - Non Directional
- The role of the Follower
- Influencing

As a result, you will benefit from:

- Understanding different styles of leadership
- Developing your leadership style
- How to get the best out of your team

MODULE 2 – COMMUNICATIONS

5 October

Contents

- Communication skills
 - Planning and landing messages
 - Body language
 - Listening skills
- Effective meetings
- Difficult conversations
 - Conflict Management
 - Mediation
 - Setting boundaries
- Delegation
 - Assigning and Enabling
 - Empowering

As a result, you will:

- Increase your communication skill set particularly surrounding change management processes
- Have increased confidence in handling difficult conversations and setting boundaries
- Successfully delegate to lead to empowerment

MODULE 3 – MANAGING SUSTAINED PERFORMANCE

2 November

Contents

- Building Trust
- Encouraging Positive Performance by SMART Objectives
- Evaluating success
- Coaching models how and when to use them.
 - GROW
 - OSKAR
 - CLEAR

As a result, you will gain 'know how' of :

- How to have a positive impact on professional development
- Operating solutions focused coaching models.
- How to support, sustain and evaluate performance

MODULE 4 – CULTURE AND EMPLOYMENT RELATIONS

24 November

Contents

- Aligning to the Equality Act
- Banter, Bullying, Victimisation and Harassment
- Progressing a diverse and inclusive culture
- Effective handling
 - Discipline
 - Grievance

As a result, you will obtain knowledge of:

- How to reduce likelihood of Dignity at Work claims
- Holding and resolving disputes through informal and formal processes
- How to plan and lead an inclusive strategy