

# Leadership & Motivation

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## Duration

2 days

## Public

Managers or future Managers

## Objectives

- Introduction about the general history of leadership and heighten managers' awareness about the impact of a leadership style
- Heighten awareness of their various tasks and responsibilities
- Give them concrete problem-solving and decision-making tools
- To optimise the available resources
- To efficiently lead a team
- To develop a management style suitable to each staff member and each situation
- To make staff members more accountable and to delegate efficiently
- To strengthen their own leadership
- To motivate and continuously mobilise staff members
- To help them get fluent in communication techniques
- To negotiate successfully
- To improve their time management
- To handle difficult situations
- To reduce stress levels

## Program

- General introduction about leadership
  - The history of leadership perceptions
  - The impact of a political leadership style on the human development level in countries
  - Characteristics of leaders as perceived by Fortune 500 leaders
  - Quotes about leadership by scholars and great leaders
  - Flaws

- Efficient The role and the responsibilities of the manager :
  - What does a company need to be successful nowadays
  - The key tasks of a manager
  - Attitudes and behaviour to be developed
- Steps to follow for effective management :
  - Analysis of the problems and opportunities
  - Planning
  - Control
- How to solve problems and make good decisions :
  - Rational and creative problem solving
  - Stages to take into consideration
  - Tools for decision making
- Optimal management style
  - The different leadership styles
  - Advantages and inconveniences of each style
  - Self-diagnosis
  - How to develop a leadership style adapted to each staff member and each situation
  - Efficient delegation
- Setting objectives, helping staff members to reach them, evaluating performance
  - Determine the responsibilities and key tasks of each individual
  - Set objectives (SMART exercise)
  - Ensure suitable guidance for each staff member (situational leadership exercises and roleplay on a delegation meeting)
  - Yearly evaluation interview (roleplay evaluation meeting and on a reprimanding meeting)
- Motivate and gear into action
  - Factors of motivation and de-motivation
  - How to motivate staff members in practice, day after day
  - How to strengthen your leadership.
  - Coping with personal defence mechanisms

- Effective communication
  - Obstacles to communication
  - Rules to observe for successful communication
  - The art of asking the right questions
  - Active listening
  - Empathy
  - Feedback
- Negotiation techniques
  - The win-win concept
  - The different approaches to negotiation
  - Phases to respect when negotiating
  - Key rules for success
- Teamwork and conflict handling
  - How to improve teamwork
  - Causes of conflict
  - How to anticipate conflict
  - Conflict handling skills
- Conducting meetings in an effective and motivating way
  - Structure of a meeting (roleplay)
  - Different styles of conducting a meeting
  - Techniques for obtaining participant involvement
  - Handling interaction
  - Follow-up of meetings
- Time management
  - The principal « time robbers » that make us waste valuable time
  - How to establish priorities
  - How to get organised
  - Golden rules for effective time management
- Summary and conclusion

## Methodology

An interactive training which offers practical tools to develop an even more powerful leadership, with as starting point the strengths. We work with concrete, recognizable cases.