

ONE STEP BACK, TWO STEPS FORWARD - Level 4

COURSE DURATION

- **16 HRS**

COURSE SYNOPSIS

- Managers need to develop their personal effectiveness skills to lead their teams to meet business goals and to grow their people. This 16-hours level 4 course seeks to develop manager's effectiveness of their personal leadership and communication styles in influencing the team to achieve organisational goals.
- Managers are then equipped with knowledge on how things work in the organisation in relation to various stakeholders. The outcome of this training is to increase their personal effectiveness in enhancing cohesion with the team and rally support for the achievement of organisational goals.

COURSE OBJECTIVES

On completion of the course, learners will be able to:

- Develop strategies to increase personal effectiveness in engaging stakeholders
- Make effective decisions to develop implementation plans in support of organisational goals and objectives
- Apply strategies to influence team leaders towards supporting the organisation's strategic priorities

TARGET AUDIENCE

- New Managers, Middle Managers and Team leaders from any industrial sectors or businesses

METHODOLOGY

- Lectures, group discussions, case studies, skills practice and self-reflection.

COURSE CONTENT

Looking Back

- Types of stakeholders and their interests
- Different types of leadership styles that suit different situations
- The art of delegation to your team lead
- Barriers to communication in your team
- Techniques to improve collaboration with others in your team

Looking Ahead

- Types of organization communication & protocols in your organization
- Hierarchy of organizational plans and its priorities
- Methods of gathering and evaluating feedback to make sense
- Decision making models and methods to achieve business goals

Remaining Steady

- The power of influence as a leader
- Legal considerations relating to corporate governance
- Ethics to abide with in corporate governance
- Modelling organization's ethics and values in your behaviours as a leader