

Leadership Skills for Managers

- a powerful and interactive two day program

DO YOU EXPERIENCE LEADING AND MANAGING STAFF TIME CONSUMING AND CHALLENGING?

DOES HANDLING DEFENSIVE AND EMOTIONAL PEOPLE MAKE YOU FEEL UNCOMFORTABLE?

DO YOU FIND CONFRONTING STAFF STRESSFUL?

DO YOU WANT TO LEAD AND MANAGE PEOPLE WITH CONFIDENCE AND SUCCESS?

'Leadership Skills for Leaders' program is an intensive micro skills program about effectively leading and managing people! This program aims to help leaders build effective relationships with staff, while at the same time achieving the best results!

Program content:

- Discover Your Emotional Intelligence
- Develop the Core Leadership Skills
- Develop the Art of 'Listening to Understand'
- Discover the Power of getting the 'YES'
- Learn to Search for the Core Meaning
- Explore and Assess the Real Problems
- Resolve Using Situational Leadership
- Empower by Jointly Problem solving
- Avoid Unclear and 'Fluffy' Expectations
- Establish Clear Agreements that Get Results
- Effectively Manage Broken Agreements
- Get Agreements Back on Track
- Handle Obstacles and Roadblocks
- Confront Situations using a Structured Confrontation Discussion
- Identify and Disarm Defensive and Resistant Behaviour, manage Excuses and Strong Emotions Effectively
- Assess and Implement Appropriate Consequences

Participants Feedback;

"I wish I had done this program 10 years ago, it would have made my job managing staff so much easier"

"The 5 modules are all relevant and the structure is invaluable, it makes confronting challenging staff situations manageable"

"I feel much more confident dealing with defensive and emotional people"

"The entire leadership program was well integrated and it made so much sense. It will definitely help me manage many of my staffing issues"



Vivian Vrahos - Vivian has a passion for 'growth' and leadership. Whether it's on an individual or organizational level she will strategically help you drive growth and high performance. Vivian has over 20 years experience working in leadership development, organizational change, business and management consulting, sales and marketing. Vivian's workshops are extremely stimulating, interactive and empowering.

Program objectives:

- Actively listen and search for the core meaning of what is said
- Use a structured problem solving approach to achieve results
- Leverage your leadership styles - 'Situational Leadership'
- Get agreements that build commitment to action and results
- Resolve a problem so it stays resolved
- Clearly identify and address core issues in conflicts
- Learn to resolve conflicts and provide creative win-win solutions
- Manage defensive and resistant behaviour
- Manage your own reactions to emotional and defensive behaviour