

# Inspirational Leadership & Management Skills

**2 day  
Course**

## 'Knowing when to Lead, when to Manage and when to Coach'

**Business Requirement** The role of the supervisor and line manager is a fundamentally important and challenging one in the modern workplace. Managers are both accountable and responsible for achieving the outcomes and results demanded by the organisation, its customers and stakeholders. The role requires an ongoing commitment from the manager to manage and lead their team effectively, to complete relevant tasks and to motivate, support and develop the team and its individuals so that they deliver a consistently high performance. Managers require excellent communication skills, learning to engage and involve others in the 'best possible way' to ensure all achieve their respective goals. The professional manager balances these requirements and leads the team to achieve both effective results and successful performance.

**Who will Benefit?** For developing and experienced managers wanting to refresh their knowledge and skills. Returning to the workspace they can directly apply proven techniques to improve their people management.

**Course Objectives**

- Knowing when to lead, when to manage and when to coach
- Learning to delegate effectively
- Describe the main motivational factors in a work context and how these may apply to different situations, teams and individuals
- Explain the importance of the team having a common sense of purpose that supports the overall vision and strategy of the organisation

### Course Content

#### The Art of Effective Leadership

- Core competencies of management
- Identifying the skills and knowledge you need
- Coaching as a skill
- The impact of your "style"
- Devising a clear vision and mission

#### Leadership styles & techniques

- Styles of management and leadership
- Key leadership skills

#### Organise - Plan, Do and Review

- Plan, do, review and create a plan for action
- Setting SMART objectives for yourself and your team to meet goals

#### Communication within a Team

- Engaging with team members
- Develop working relationships
- Stages of Team Formation
- Actions required of Manager at each stage
- The importance of open communication
- Confronting difficult situations

#### Motivating to Achieve Results

- Developing people to excel in their roles
- Using the four stages of delegation to meet individual needs
- Motivating and empowering individuals and teams

### Course Features

This course includes discussions; group work and exercises. Action planning is used for the successful application of learning & future development.

*learning excellence, positive engagement...*