



The Engaging Leader

Program Outline

Overview Effective leaders have a clear understanding of the individuals in their team; their strengths, their weaknesses, their motivators and behaviours.

With this knowledge, leaders are better able to delegate, challenge individuals at the appropriate level and provide feedback. The result is a more committed and high performing team.

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- Topics**
- Communication Styles
 - Questioning Skills
 - Advanced Listening Skills
 - Assertion
 - Designing the Work Alliance
 - Performance Agreements
 - Giving Feedback (positive and constructive)

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- Outcomes**
- Enhanced capability as people managers.
 - Develop the interpersonal skills that lie at the heart of effective leadership.
 - Ability to delegate tasks and provide the correct amount of support or direction and feedback
 - Be better equipped to build high performing teams.

Duration 1 Day