

THE LEADERSHIP JOURNEY TRAINING PROGRAM – DAY 2

Course Objective:

The objective of this course is to provide participants with various tools and strategies to enable them to continue to improve and develop their leadership skills.

Course Outline:

| Time | Topic | Description |
|--------------------------------------|---------------------------------------|--|
| 9.00am-9.30am | Introduction | <ul style="list-style-type: none"> Recap from Day 1 Learning Objectives |
| 9.30am-10.30am | Building Productive & Effective Teams | <ul style="list-style-type: none"> Workplace Culture What is a Team? Team Development Team Processes Working with Team Member Diversity |
| Morning Tea 10.30am – 10.45am | | |
| 10.45am-12.45pm | Team Engagement & Motivation | <ul style="list-style-type: none"> Selecting the Right People for the Team The Cost of Turnover Employee Engagement Fundamentals of Motivation Creating a Team Vision Shared Learning Opportunities Employee Well-Being Team Building |
| Lunch 12.45pm – 1.15pm | | |
| 1.15pm-2.00pm | Team Building Activity | <ul style="list-style-type: none"> Energiser to demonstrate the importance of communication, problem solving and feedback |
| 2.00pm – 2.55pm | Change Management | <ul style="list-style-type: none"> Change Management Introduction <ul style="list-style-type: none"> The Importance of Change Change Resisters The Steps of Change Tips for Implementing Change |
| Afternoon Tea 2.55pm – 3.10pm | | |
| 3.10pm – 4.30pm | Managing Performance | <ul style="list-style-type: none"> Managing Performance The Performance Continuum The Art of Giving Feedback <ul style="list-style-type: none"> Feedback Types Tips for Giving Feedback BEER Feedback Model Coaching in a Hurry Model Managing Conflict in the Team <ul style="list-style-type: none"> Impact of Conflict Causes of Conflict How to Avoid Conflict How to Manage Conflict Counselling |
| 4.30pm – 4.45pm | Close | <ul style="list-style-type: none"> Mind Mapping Review Action Plan |

Course Outcomes:

By the end of this course participants should be able to:

- Identify the things that impact workplace culture;
- Identify the various team roles that individuals hold;
- Describe the different dynamics within a team and how to use these to enhance performance;
- Recall the five phases of team development;
- Develop a vision for your team;
- Recruit the right person for the role;
- Explain the consequences of turnover on your team and the organisation;
- Identify the different levels of employee engagement and the factors that influence these;
- Adopt activities that create motivation and buy-in from your team;
- Describe the importance of employee well-being;
- Identify the steps of successful change implementation;
- Demonstrate the BEER Model to give effective feedback;
- Use the Coaching in a Hurry Model to coach employees;
- Identify the different conflict styles; and
- Effectively counsel employees to improve performance.