



Business success through people

## **TOTAL LEADERSHIP MASTERCLASS**

5 DAYS

### **Course:**

#### **DAY 1**

##### **Personal Motivation**

- The Power of your mind
- Understanding YOU and the self-concept
- Identify what you value in your job
- Interpret work-related factors that motivate you
- 12 affirmations to realise your true potential
- 8 personal goal setting steps
- Setting financial goals
- Setting career goals

##### **Motivation of Others**

- Recognising & satisfying needs
- Motivating groups and teams
- Linking productivity with reward
- How to motivate unmotivated employees
- Solutions for workplace depression

##### **Problem Solving and Decision Making**

- Real problems identified as goals
- Brainstorming for results
- Evaluating alternative solutions – the force-field analysis
- Implementing a decision

##### **Time Management Techniques**

- Analysing use of time
- Priority and responsibility assignment
- Making effective lists
- Using time planners and scheduling techniques
- Applying useful time beaters
- Managing the time of others

#### **DAY 2**

##### **Communication Skills**

- Barriers to effective communication
- Communicate clearly and briefly
- One-to-one communication
- Reading body language
- Question & answer technique

- Communicating for results

### **Effective Presentation Skills and Public Speaking**

- Audience analysis
- Dealing with presentation logistics
- Preparing, structuring and writing a presentation
- Overcoming nervousness & eliminating tension
- Enhancing body image and Eye Contact
- Improving your voice
- Efficient use of visual aids
- Delivering a powerful presentation
- Handling the audience and dealing with questions

### **Leadership Styles and Techniques**

- Identifying your dominant leadership style
- Attributes of effective followers
- Attributes of effective leaders
- Selecting a leadership style appropriate to the situation
- Satisfying group needs
- Satisfying individual needs
- Using empathy and trust to influence followers

## **DAY 3**

### **Handling Conflict in the Workplace**

- What is your style of handling conflict
- Identifying the source and type of conflict
- Constructive and destructive conflict
- How to ensure that conflict benefits the members of an organisation
- Styles of conflict handling
- Dealing with difficult people
- Avoiding confrontation
- Being assertive

### **Managing Work-related Stress**

- Understanding stress and its effect on the organisation
- Origins of personal and work related stress
- Recognising symptoms of stress
- How change causes stress
- Stress management techniques and strategies

### **Running Effective Meetings**

- Assessing the cost of meetings
- Informal and formal meetings
- Preparing for a meeting
- Preparing an agenda
- How to chair and control an effective meeting
- Be seen, heard and participate more effectively in meetings

### **Building Effective Work Groups**

- Understanding how teams develop
- Developing and motivating a team

- Analysing team member roles
- Delegating work to the team and setting standards
- Tracking and measuring work group performance

#### **DAY 4**

##### **Human Resource Management**

- Overview of the Labour Relations Act
- Overview of the Employment Equity Act
- How to recruit and select an employee
- Preparing, conducting and analysing an interview
- Employee performance management
- Preparing, managing and following up the appraisal
- Training and developing an employee

##### **Grievance and Disciplinary Procedures**

- Guidelines in handling grievances effectively
- Apply effective disciplinary procedures to discipline an employee

##### **Change Management**

- Understanding change in an organisation
- Managing the process and impact of change within the company
- Handling employee resistance to change
- Applying change management techniques

#### **DAY 5**

##### **Planning & Forecasting**

- Understanding the budgeting process
- Types and structures of budgets
- Where budget information comes from
- Assessing actual performances to budget
- Proactive and reactive decisions on budget variances

##### **Financial Understanding**

- Understanding the balance sheet and income statement
- Tools for interpreting financial statements
- Cash flow management

##### **Practical Corporate Strategy**

- Why do strategy
- A modern framework for strategy
- Spheres of market influence - what is shifting in your environment
- Understanding customers and what they want
- Making customer-focused decisions

##### **Negotiation Skills**

- Types and styles of negotiation
- Preparing for a negotiation
- Conducting a negotiation
- Using negotiation tactics to achieve your objectives
- Applying the four stages of the negotiation process
- Closing a negotiation for a win